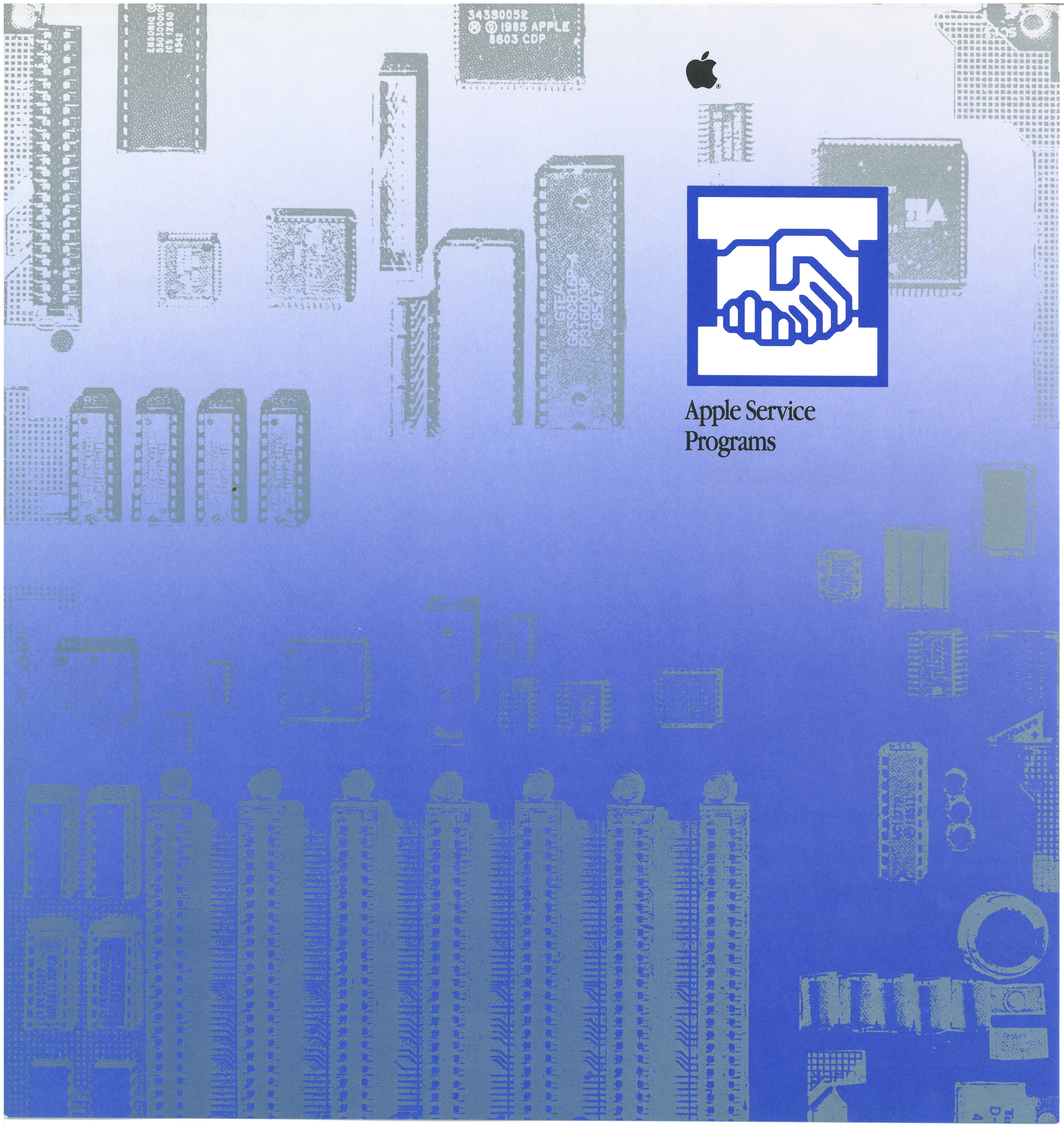
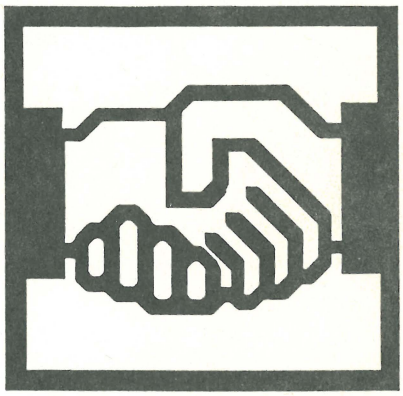


Apple Service Programs



APPLE SERVICE PROGRAMS MANUAL

P/N 072-0082

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Revision: March, 1989

Service Programs Manual
(P/N 072-0082)

Document Control Sheet - November, 1991
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Repairing		
Table of Contents	2.0.1 - 2.0.2	Same
Repairing Apple Products	2.1.1 - 2.1.2	2.1.1 - 2.1.5
The Apple Limited Warranty	2.3.1 - 2.3.2	Same
AppleOrder Traveler	2.7.1 - 2.7.2	Same
Generic Parts Exchange/Warranty Reimbursement Form	2.8.1 - 2.8.4	Same
Service Repair Order (SRO) Form	2.9.5 - 2.9.6	Same
Repair Program for International Products	2.11.1	Same
Prices		
Table of Contents	7.c.1 - 7.c.2	Same
AppleCare *thru* Software and Hardware Diagnostics	7.1.1 - 7.3.2	Same
Macintosh 128K/512K/512Ke *thru* Macintosh Portable	7.4.19 - 7.4.58	Same
1.44 MB Apple SuperDrive	7.6.17	Same
Networking Cards & Cables	7.7.8	Same
Apple Personal LaserWriter LS	7.8.19 - 7.8.22	Same

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PRICE PAGE DELETIONS
OCTOBER 22, 1991

The following part numbers have been deleted from the October 22, 1991 Service Prices:

Product	Part Number	Description
Macintosh Classic	630-5956	Rear Housing Assembly w/ door & feet, Classic, Rev. B
Apple IIe	076-0127	Case & Lid, Apple IIe, Beige
Macintosh 21" Color Display	076-0394	CRT Assembly, Domestic
Macintosh 21" Color Display	076-0402	CRT Assembly, Reversed Polarity (Australia)

Service Prices on AppleLink

For easy access, the Apple Service Prices are located in two places on the AppleLink network:

1) The ASCII files are located under the Apple Support icon in the Service Price Lists folder. This allows you to easily download these lists as disk files and maintain your own copies using Excel or other compatible spreadsheet/database programs.

2) The AppleLink-format files are located under the Apple Support icon in the Service Info library.

   Both files are updated in conjunction with the Service Prices.

Service Programs Manual
(P/N 072-0082)

Document Control Sheet - October, 1991
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Program Overview		
Service Training	1.5.1 - 1.5.2	Same
Service Documentation	1.6.1 - 1.6.2	Same
Repairing		
Table of Contents	2.0.1 - 2.0.2	Same
The Apple Limited Warranty	2.3.1 - 2.3.9	2.3.1 - 2.3.11
Generic Parts Exchange *thru* Service Repair Order (SRO) Form	2.8.1 - 2.9.11	Same
Service for Non-Apple Products	2.12.1 - 2.12.6	2.12.1 - 2.12.7
Ordering		
Table of Contents	3.0.1	Same
Guidelines to Finding and Ordering Parts	3.1.1 - 3.1.5	Same
Service Stocking Guidelines	3.4.1 - 3.4.2	Same
Financials		
Compensation and Reimbursement for Resellers *thru* Compensation and Reimbursement for Self Servicing Accounts	4.3.1 - 4.4.4	Same
Specialty Programs		
Table of Contents *thru* Apple Manual Purchase Program	5.0.1 - 5.3.6	Same
Prices	Entire section: 7.c.1 - 7.10.9	7.c.1 - 7.10.10
Product Notices		
Table of Contents	8.0.1	Same
Special Packaging & Procedures	8.1.1 - 8.1.3	Same
Repair Extension Reference Sheet	8.5.1 - 8.5.4	Same
Repair Extension Program-Disk Drives	8.7.5 - 8.7.10	8.7.5 - 8.7.7

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Service Programs Manual
(P/N 072-0082)

Document Control Sheet - August, 1991
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Specialty Programs Apple Media Exchange *thru* Apple Manual Purchase Program	5.2.5 - 5.3.6	Same
Apple Support United States Customer Service Locations *thru* International Service Offices	6.2.1 - 6.4.5	Same
Prices	Entire section: 7.c.1 - 7.10.9	Same
Product Notices Table of Contents	8.0.1	Same
Repair Extension Reference *thru* Repair Extension Program - Disk Drives	8.5.1 - 8.7.6	8.5.1 - 8.7.10

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Service Programs Manual
(P/N 072-0082)

Document Control Sheet - June, 1991
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Program Overview		
Table of Contents	1.0.1	Same
Apple Service Standards	1.4.1 - 1.4.2	Same
ServiceTraining	1.5.1 - 1.5.15	1.5.1 - 1.5.16
Repairing		
Table of Contents	2.0.1 - 2.0.2	Same
Service Repair Order Form *thru* Packing/Shipping Instructions	2.9.11 - 2.10.4	2.9.11 - 2.10.5
Financials		
Compensation and Reimbursement	4.3.3 - 4.4.4	Same
Specialty Programs		
AppleCare Service Plan	5.1.5 - 5.1.6	Same
	5.1.21 - 5.1.22	Same
Apple Media Exchange *thru* Apple Manual Purchase Program	5.2.1 - 5.3.6	Same
Apple Support	Entire Section: 6.0.1 - 6.2.8	6.0.1 - 6.4.5
Prices	Entire Section: 7.c.1 - 7.10.8	7.c.1 - 7.10.9
Product Notices		
Table of Contents	8.0.1	Same
Repair Extension Reference Sheet *thru* Repair Extension Program - CPUs	8.5.1 - 8.6.14	8.5.1 - 8.6.16
Repair Extension Program - Input Devices	8.11.1	8.11.1 - 8.11.2

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Service Programs Manual
(P/N 072-0082)

Document Control Sheet - May, 1991
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Program Overview		
Service Training	1.5.3 - 1.5.4	Same
Repairing		
Generic Parts Exchange/Warranty Reimbursement Form	2.8.1 - 2.8.5	Same
Service For Non-Apple Products	2.12.1 - 2.12.2	Same
Ordering		
Table of Contents	3.0.1	Same
Specialty Programs		
Apple Media Exchange *thru* Apple Manual Purchase Program	5.2.5 - 5.3.6	Same
Apple Support		
Apple Customer Service Centers	6.2.1 - 6.2.8	Same
Prices		
Entire section:	7.c.1 - 7.10.8	Same
Product Notices		
Repair Extension - Disk Drives	8.7.3 - 8.7.4	Same

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Service Programs Manual
(P/N 072-0082)

Document Control Sheet - April, 1991
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Program Overview		
Table of Contents	1.0.1	Same
ServiceTraining	1.5. 1 - 1.5.15	1.5. 1 - 1.5.15
Repairing	Entire section: 2.0.1 - 2.9.6.	2.0.1 - 2.12.6
Specialty Programs		
Apple Media Exchange *thru* Apple Manual Purchase Program	5.2.5 - 5.3.6	Same
Prices	Entire section: 7.c.1 - 7.10.8	Same
Product Notices	Entire section: 8.0.1 - 8.11.1	Same

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Service Programs Manual
(P/N 072-0082)

Document Control Sheet - March, 1991
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Program Overview		
Table of Contents	1.0.1	Same
Service Documentation	1.6.1 - 1.6.4	Same
Repairing		
Table of Contents	2.0.1 - 2.0.2	Same
Packing & Shipping Instructions	2.7.1 - 2.7.4	Same
Service for Non-Apple Products	2.9.3 - 2.9.6	Same
Specialty Programs		
Table of Contents	5.0.1	Same
Apple**Care** Service Plan	5.1.9 - 5.1.14	Same
Apple Media Exchange *thru* Apple Manual Purchase Program	5.2.5 - 5.3.6	Same
Prices	Entire section:	
Prices	7.c.1 - 7.10.7	7.c.1 - 7.10.8

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Service Programs Manual
(P/N 072-0082)

Document Control Sheet - February, 1991
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Repairing	Entire section: 2.0.1 - 2.9.7	2.0.1 - 2.9.6
Ordering		
Table of Contents	3.0.1	Same
Service Stocking Guidelines	3.4.1 - 3.4.2	Same
Financials		
Compensation & Reimbursement	4.3.1 - 4.4.4	Same
Specialty Programs		
AppleCare Service Plan	5.1.7 - 5.1.8 5.1.17 - 5.1.18	Same Same
Apple Media Exchange *thru* Apple Manual Purchase Program	5.2.5 - 5.3.6	Same
Apple Support		
Apple Support	6.1.1 - 6.1.2	Same
Prices		
Addendum	None	February Addendum
AppleCare	7.1.3 - 7.1.4	Same
Take-Apart Tools	7.3.6 - 7.3.7	Same
Macintosh 12" RGB Display	7.5.15	Same
ImageWriter II *thru* II/L	7.8.27 - 7.8.31	Same

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Service Programs Manual
(P/N 072-0082)

Document Control Sheet - January, 1991
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Program Overview		
Service Training	1.5.7 - 1.5.8	Same
Service Documentation	1.6.3 - 1.6.4	Same
Repairing		
Table of Contents	2.0.1 - 2.0.2	Same
Service for Non-Apple Products	2.9.3 - 2.9.7	Same
Financials		
Compensation &Reimbursement	4.3.3 - 4.4.4	Same
Specialty Programs		
Media Exchange *thru* Missing Items	5.2.5 - 5.4.1	Same
Prices	Entire section:	
Prices	7.c.1 - 7.10.7	Same
Product Notices		
Table of Contents	8.0.1	Same
Special Packaging & Procedures	8.1.1 - 8.1.3	Same
Repair Extension and/or Part Number Reference Sheet	8.5.1 - 8.5.2	Same
Repair Extention Program-CPUs	8.6.7 - 8.6.14	8.6.7 - 8.6.15

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Service Programs Manual
(P/N 072-0082)

Document Control Sheet - December, 1990
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Program Overview		
Apple Service Standards	1.4.1 - 1.4.2	Same
Service Training	1.5.5 - 1.5.6	Same
Service Repair Order	2.6.1 - 2.6.2	Same
Ordering		
Service Stocking Guidelines	3.4.1 - 3.4.2	Same
Financials		
Compensation & Reimbursement	4.3.3 - 4.4.4	Same
Specialty Programs		
Media Exchange *thru*		
Missing Items	5.2.5 - 5.4.1	Same
Apple Support		
Apple Support	6.2.1 - 6.2.4	Same
Prices	Entire section:	
Prices	7.c.1 - 7.10.7	Same
Product Notices		
Repair Extension And/Or Part Number Reference Sheet	8.5.1 - 8.5.3	Same
Repair Extention Program-CPUs	8.6.5 - 8.6.6	Same

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Service Programs Manual
(P/N 072-0082)

Document Control Sheet - November, 1990
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Program Overview		
Table of Contents	1.0.1	Same
Service Training	1.5.1 - 1.5.14	Same
Repairing		
Table of Contents	2.0.1 - 2.0.2	Same
SRO Form/AppleOrder Traveler *thru* Packing and Shipping	2.6.13 - 2.7.2	Same
Service for Non-Apple Products	2.9.3 - 2.9.4	Same
Ordering		
Table of Contents *thru* Finding and Ordering Parts	3.0.1 - 3.1.7	3.0.1 - 3.1.5
Financials		
Table of Contents *thru* What You Should Know Before Ordering	4.0.1 - 4.1.3	4.0.1 - 4.1.5
Specialty Programs		
Table of Contents	5.0.1	Same
AppleCare Service Plan	5.1.7 - 5.1.8	Same
	5.1.15 - 5.1.16	Same
Apple Media Exchange *thru* Manual Purchase Program	5.2.5 - 5.3.6	Same
Apple Support		
Customer Service and Training Locations	6.2.1 - 6.2.2	Same

Prices	Entire section:	
Prices	7.c.1 - 7.10.7	Same
Product Notices	Entire Section:	
Repair Extension Program- Disk Drives	8.7.3 - 8.7.4	Same

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Service Programs Manual
(P/N 072-0082)

Document Control Sheet - October, 1990
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Program Overview		
Table of Contents	1.0.1	Same
Objectives of the Service Program	1.3.1	Same
Apple Service Standards	1.4.1 - 1.4.2	Same
Service Training	1.5.9 - 1.5.15	Same
Repairing		
Table of Contents	2.0.1 - 2.0.2	Same
Repairing Apple Products	2.1.1 - 2.1.2	Same
The Apple Limited Warranty	2.3.1 - 2.3.4	Same
Service Repair Order Form/ AppleOrder Traveler	2.6.1 - 2.6.14	Same
Ordering		
Table of Contents	3.0.1	Same
Finding and Ordering Parts	3.1.1 - 3.1.8	3.1.1 - 3.1.7
Financials		
Table of Contents	4.0.1	Same
Compensation and Reimbursement *thru* Miscellaneous	4.3.1 - 4.4.1	4.3.1 - 4.5.1
Specialty Programs		
AppleCare Service Plan	5.1.5 - 5.1.10	Same
	5.1.17 - 5.1.18	Same
Apple Media Exchange *thru* Manual Purchase Program	5.2.5 - 5.3.6	Same

Prices	Entire section:	
Prices	7.c.1 - 7.10.4	7.c.1 - 7.10.7
Product Notices	Entire Section:	
	8.0.1 - 8.11.5	8.0.1 - 8.11.1

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Service Programs Manual
(P/N 072-0082)

Document Control Sheet - August, 1990
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Program Overview		
Table of Contents	1.0.1	Same
Service Operation Tips	1.2.1 - 1.2.5	1.2.1 - 1.2.4
Service Training	1.5.1 - 1.5.12	1.5.1 - 1.5.15
Repairing		
Table of Contents	2.0.1 - 2.0.2	Same
Warranty and AppleCare Repairs	2.4.1 - 2.4.2	2.4.1 - 2.4.3
Service Repair Order	2.6.11 - 2.6.12	Same
Packing and Shipping	2.7.1 - 2.7.3	2.7.1 - 2.7.4
Ordering		
Table of Contents	3.0.1	Same
Guidelines to Finding and Ordering Parts	3.1.1 - 3.1.4	Same
Financials		
What You Should Know Before Ordering	4.1.1 - 4.1.2	Same
Specialty Programs		
AppleCare Service Plan	5.1.3 - 5.1.4	Same
Media Exchange Program	5.3.1 - 5.3.21	Same
Manual Purchase Program	5.4.1 - 5.4.6	Same
Apple Support		
Apple Customer Service and Training Locations	6.2.1 - 6.2.2	Same
Prices	Entire section:	
Prices	7.c.1 - 7.10.4	Same
Product Notices		
Special Packaging and Procedures	8.1.1 - 8.1.2	Same
Special Finished Goods Upgrade Program Notes	8.2.1	Same

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Service Programs Manual
(P/N 072-0082)

Document Control Sheet - April, 1990
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Repairing		
Warranty and AppleCare Repairs	2.4.3 - 2.4.4	Same
Packing & Shipping Instructions	2.6.1 - 2.6.2	Same
Apple Support		
Apple Support	4.1.1 - 4.1.3	Same
Customer Service Centers	4.2.1 - 4.2.2	Same
Support Programs		
Table of Contents	5.0.1	Same
AppleCare Service Plan	5.1.13 - 5.1.14	Same
Apple Media Exchange Program	5.3.3 - 5.3.21	5.3.3 - 5.3.22
Limited Warranty		
Limited Warranty	6.1.3 - 6.1.4	Same
Prices		
	Entire Prices Section 7.c.1 - 7.10.4	Same
Product Notices		
Special Packaging & Procedures	8.1.1 - 8.1.2	Same
Special Upgrade Program Notes	8.3.1 - 8.3.2	Same
Printers	8.8.3 - 8.8.4	Same

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Service Programs Manual
(P/N 072-0082)

Document Control Sheet - February, 1990
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Support Programs		
AppleCare Service Plan	5.1.9 - 5.1.10	Same
Media Exchange List	5.3.5 - 5.3.20	Same
Prices	Entire Prices Section	
	7.c.1 - 7.10.4	Same
Product Notices		
Repair Extension Reference Sheet	8.2.1 - 8.2.2	Same
CPUs	8.4.1 - 8.4.8	Same
Monitors	8.5.1 - 8.5.2	Same
Disk Drives	8.6.3 - 8.6.6	Same
Data Communications	8.7.1 - 8.7.2	Same
Printers	8.8.5 - 8.8.7	8.8.5 - 8.8.6
Input Devices	8.9.1	Same

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Service Programs Manual
(P/N 072-0082)

Document Control Sheet - January, 1990
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Program Overview		
The Service Program	1.1.1	Same
Repairing		
Service for Non-Apple Products	2.8.5 - 2.8.7	Same
Ordering		
Parts Financing Program	3.3.1 - 3.3.2	Same
Apple Support		
Apple Customer Service Centers	4.2.1 - 4.2.2	Same
Support Programs		
Media Exchange List	5.3.5 - 5.3.20	Same
Prices	Entire Prices Section 7.c.1 - 7.10.4	 Same
Product Notices		
Special Upgrades	8.3.1 - 8.3.2	Same

After updating your manual, please store this Document Control Sheet behind the Main Table of Contents.

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Service Programs Manual
(P/N 072-0082)

Document Control Sheet - December, 1989
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Program Overview		
Table of Contents	1.0.1	Same
Service Training	1.5.1 - 1.5.2	Same
	1.5.11 - 1.5.13	1.5.11 - 1.5.14
Repairing		
Table of Contents	2.0.1	Same
Packing & Shipping Instructions	2.6.1 - 2.6.2	2.6.1 - 2.6.3
Apple Support		
Apple Support	4.1.1 - 4.1.3	Same
Apple Customer Service Centers	4.2.1 - 4.2.2	Same
Support Programs		
AppleCare Service Plan	5.1.1 - 5.1.2	Same
Media Exchange Program/List	5.3.3 - 5.3.20	Same
Prices	Entire Prices Section	
	7.c.1 - 7.10.4	Same
Product Notices		
Table of Contents	8.0.1	Same
Repair Extension Reference Sheet	8.2.1 - 8.2.2	Same
Disk Drives	8.6.3	8.6.3 - 8.6.6

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Service Programs Manual
(P/N 072-0082)

Document Control Sheet - November, Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Program Overview		
Service Documentation	1.6.1 - 1.6.4	Same
Repairing		
Guidelines to Warranty and AppleCare Exclusions	2.7.1 - 2.7.4	Same
Apple Support		
Apple Support	4.1.1 - 4.1.2	Same
Apple Customer Service Centers	4.2.1 - 4.2.2	Same
Support Programs		
AppleCare Service Plan	5.1.1 - 5.1.4	Same
	5.1.9 - 5.1.10	Same
Media Exchange Program/List	5.3.3 - 5.3.19	5.3.3 - 5.3.20
Limited Warranty		
Apple Limited Warranty	6.1.1 - 6.1.2	Same
Prices	Entire Prices Section	
	7.c.1 - 7.10.4	Same
Product Notices		
Table of Contents	8.0.1	Same
Repair Extension Reference Sheet	8.2.1 - 8.2.2	Same
Special Upgrades	8.3.1 - 8.3.2	Same
Monitors	8.5.3 - 8.5.4	Same
Data Communications	8.7.1 - 8.7.2	Same
Printers	8.8.5 - 8.8.6	Same

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Service Programs Manual
(P/N 072-0082)

Document Control Sheet - October, 1989
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Program Overview		
The Service Program	1.1.1	Same
Apple Support		
Apple Customer Service Centers	4.2.1 - 4.2.2	Same
Support Programs		
AppleCare Service Plan	5.1.13 - 5.1.14	Same
Media Exchange List	5.3.5 - 5.3.19	Same
Other Support Programs	5.6.11	Same
Prices	Entire Prices Section 7.c.1 - 7.10.4	Same
Product Notices		
Table of Contents	8.0.1	Same
Product Notices	8.1.1 - 8.1.2	Same
Repair Extension	8.2.1 - 8.2.2	Same
CPUs	8.4.7 - 8.4.8	Same
Printers	8.8.5	8.8.5 - 8.8.7

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Service Programs Manual
(P/N 072-0082)

Document Control Sheet - September, 1989
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Program Overview		
Table of Contents	1.0.1	Same
Service Training	1.5.1 - 1.5.11	1.5.1 - 1.5.13
Repairing		
Service Repair Order	2.3.3 - 2.3.4	Same
Ordering		
Table of Contents	3.0.1	Same
Parts Financing	3.3.1 - 3.3.9	3.3.1 - 3.3.2
Support Programs		
Table of Contents	5.0.1	Same
AppleCare Service Plan	5.1.1 - 5.1.20	5.1.1 - 5.1.22
Media Exchange List	5.3.5 - 5.3.19	Same
Prices	Entire Prices Section	
	7.c.1 - 7.10.3	Same
Product Notices		
Special Packaging and Procedures	8.1.3	Same
Disk Drives	8.6.1 - 8.6.2	Same

After updating your manual, please store this Document Control Sheet behind the Main Table of Contents.

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Service Programs Manual
(P/N 072-0082)

Document Control Sheet - April, 1989
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Program Overview		
Service Operation Tips	1.2.3 - 1.2.4	Same
Apple Service Standards	1.4.1 - 1.4.2	Same
Repairing		
Table of Contents	2.0.1	Same
Service Repair Order	2.3.3 - 2.3.12	2.3.3 - 2.3.11
Warranty and Apple*Care* Repairs	2.4.1 - 2.4.2	Same
Ordering		
Table of Contents	3.0.1	Same
Parts Financing Program	3.3.1 - 3.3.2	Same
Apple Support		
Support Center Territories	4.2.3 - 4.2.4	Same
Support Programs		
Media Exchange Addendum	None	April Addendum
Prices	Entire Prices Section 7.c.1 - 7.10.3	Same
Product Notices		
CPUs	8.4.5 - 8.4.10	Same

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Note:
All partial page changes or additions to a page are highlighted by a double line in the margin.

Service Programs Manual
(P/N 072-0082)

Document Control Sheet - May, 1989
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Apple Support		
Table of Contents	4.0.1	Same
Apple Support	4.1.1 - 4.1.2	Same
Support Programs		
Media Exchange Addendum	April Addendum	None
Media Exchange List	5.3.5 - 5.3.17	5.3.5 - 5.3.18
Prices	Entire Prices Section	
	7.c.1 - 7.10.3	Same
Product Notices		
Printers	8.8.1 - 8.8.4	Same

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Service Programs Manual
(P/N 072-0082)

Document Control Sheet - June, 1989
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Program Overview		
Table of Contents	1.0.1	Same
Service Training	1.5.1 - 1.5.4	Same
	1.5.9 - 1.5.11	1.5.9 - 1.5.12
Repairing		
Table of Contents	2.0.1	Same
Repairing Apple Products	2.1.1 - 2.1.2	Same
Warranty and Apple*Care* Repairs	2.4.1 - 2.4.2	Same
Packing and Shipping	2.6.1 - 2.6.2	Same
Ordering		
Table of Contents	3.0.1	Same
Guidelines to Finding and Ordering Parts	3.1.1 - 3.1.3	Same
Apple Support		
Table of Contents	4.0.1	Same
Apple Support Centers	4.2.1 - 4.2.9	4.2.1 - 4.2.10
Support Programs		
Table of Contents	5.0.1	Same
Apple*Care* Service Plan	5.1.1 - 5.1.2	Same
Media Exchange Program	5.3.1 - 5.3.4	Same
Media Exchange Addendum	None	June Addendum

Continued...

Limited Warranty		
The Apple Limited Warranty	6.1.1 - 6.1.2	Same
Prices	Entire Prices Section 7.c.1 - 7.10.3	 Same
Product Notices		
Table of Contents	8.0.1	Same
Special Packaging and Procedures	8.1.1 - 8.1.3	Same
Repair Extension	8.2.1 - 8.2.2	Same
CPUs	8.4.9 - 8.4.14	Same
Disk Drives	8.6.1 - 8.6.2	8.6.1 - 8.6.3
Printers	8.8.1 - 8.8.4	8.8.1 - 8.8.5

After updating your manual, please store this Document Control Sheet behind the Main Table of Contents.

Note:
All partial page changes or additions to a page are highlighted by a double line in the margin.

Service Programs Manual
(P/N 072-0082)

Document Control Sheet - July, 1989
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Program Overview		
Table of Contents	1.0.1	Same
Service Training	1.5.1 - 1.5.12	1.5.1 - 1.5.11
Repairing		
Service Repair Order	2.3.9 - 2.3.11	2.3.9 - 2.3.12
Packing & Shipping Instructions	2.6.1 - 2.6.2	Same
Ordering		
Finding and Ordering Parts	3.1.3	Same
Apple Support		
Table of Contents	4.0.1	Same
Apple Support	4.1.3	Same
Customer Service Centers	4.2.1 - 4.2.6	Same
Support Programs		
Apple*Care* Service Plan	5.1.1 - 5.1.2	Same
	5.1.11 - 5.1.12	Same
Media Exchange Addendum	June Addendum	None
Media Exchange List	5.3.5 - 5.3.18	Same
Prices	Entire Prices Section	
	7.c.1 - 7.10.3	Same
Product Notices		
Table of Contents	8.0.1	Same
Repair Extension Reference	8.2.1 - 8.2.2	Same
CPUs	8.4.13 - 8.4.14	Same
Disk Drives	8.6.1 - 8.6.3	Same

After updating your manual, please store this Document Control Sheet behind the Main Table of Contents.

Note: All partial page changes or additions to a page are highlighted by a double line in the margin.

Service Programs Manual
(P/N 072-0082)

Document Control Sheet - August, 1989
Filing Instructions

Section	*Remove*	*Insert*
	Main Table of Contents	Same
Repairing		
Table of Contents	2.0.1	Same
Returned and Repaired Modules	2.2.1 - 2.2.2	Same
Service Repair Order	2.3.1 - 2.3.12	2.3.1 - 2.3.11
Apple Support		
Customer Service Center Locations	4.2.1 - 4.2.4	Same
Support Programs		
Table of Contents	5.0.1	Same
Apple Repair Coupon (ARC™)	5.2.1 - 5.2.4	5.2.1 - 5.2.3
Media Exchange List	5.3.5 - 5.3.18	5.3.5 - 5.3.19
Prices	Entire Prices Section	
	7.c.1 - 7.10.3	Same
Product Notices		
Table of Contents	8.0.1	Same
Special Packaging and Procedures	8.1.1 - 8.1.3	Same
Repair Extension	8.2.1 - 8.2.2	Same
CPUs	8.4.9 - 8.4.14	8.4.9 - 8.4.16
Printers	8.8.3 - 8.8.4	Same

After updating your manual, please store this Document Control Sheet behind the Main Table of Contents.

Note:
All partial page changes or additions to a page are highlighted by a double line in the margin.

TABLE OF CONTENTS

Section	*Page Numbers*
Program Overview	
-- The Service Program	1.1.1
-- Tips for a Successful Reseller Service Operation	1.2.1 - 1.2.4
-- Objectives of the Service Program	1.3.1
-- Apple Service Standards	1.4.1 - 1.4.3
-- Service Training	1.5.1 - 1.5.16
-- Service Documentation	1.6.1 - 1.6.4
Repairing	
-- Repairing Apple Products	2.1.1 - 2.1.2
-- Returned and Repaired Exchange Modules Criteria	2.2.1 - 2.2.3
-- The Apple Limited Warranty	2.3.1 - 2.3.11
-- Warranty and AppleCare Repairs	2.4.1 - 2.4.3
-- Guidelines to Warranty and AppleCare Exclusions	2.5.1 - 2.5.4
-- Apple Authorized Transaction Forms	2.6.1
-- AppleOrder Traveler	2.7.1 - 2.7.4
-- Generic Parts Exchange/Warranty Reimbursement Form	2.8.1 - 2.8.5
-- Service Repair Order (SRO) Form	2.9.1 - 2.9.11
-- Packing and Shipping Instructions	2.10.1- 2.10.7
-- Repair Program for International Products	2.11.1
-- Service for Non-Apple Products	2.12.1- 2.12.6
Ordering	
-- Guidelines to Finding and Ordering Parts	3.1.1 - 3.1.5
-- Use of Service Parts	3.2.1
-- Parts Order Form	3.3.1
-- Service Stocking Guidelines	3.4.1 - 3.4.2
Financials	
-- What You Should Know Before Ordering	4.1.1 - 4.1.5
-- Options for Payment	4.2.1 - 4.2.2
-- Compensation and Reimbursement for Resellers	4.3.1 - 4.3.4
-- Compensation and Reimbursement for Self Servicing Accounts	4.4.1 - 4.4.4
-- Miscellaneous	4.5.1

Section	*Page Numbers*
Specialty Programs	
-- AppleCare Service Plan	5.1.1 - 5.1.20
-- Apple Media Exchange Program	5.2.1 - 5.2.23
-- Manual Purchase Program	5.3.1 - 5.3.6
-- Missing Items Claims Program	5.4.1
-- Other Specialty Programs	5.5.1 - 5.5.10
-- AppleFund	5.6.1
Apple Support	
-- Apple Support	6.1.1 - 6.1.3
-- United States Customer Service and Training Locations	6.2.1 - 6.2.2
-- Canadian Customer Service and Training Locations	6.3.1
-- International Service Offices	6.4.1 - 6.4.5
Prices	
-- General Description	7.0.1 - 7.0.2
-- AppleCare	7.1.1 - 7.1.4
-- Training	7.2.1 - 7.2.2
-- Diagnostics & Tools	7.3.1 - 7.3.7
-- CPUs	7.4.1 - 7.4.62
-- Monitors	7.5.1 - 7.5.18
-- Disk Drives	7.6.1 - 7.6.18
-- Data Communications	7.7.1 - 7.7.8
-- Printers	7.8.1 - 7.8.52
-- Input Devices	7.9.1 - 7.9.5
-- Miscellaneous	7.10.1- 7.10.10
Product Notices	
-- Special Packaging & Procedures	8.1.1 - 8.1.3
-- Product Specific Policy Information	8.2.1- 8.2.5
-- Special Finished Goods Upgrade Program Notes	8.3.1
-- Repair Extension Program Overview	8.4.1
-- Repair Extension Reference Sheet	8.5.1 - 8.5.4
-- Repair Extension Program - CPUs	8.6.1 - 8.6.16
-- Repair Extension Program - Disk Drives	8.7.1 - 8.7.7
-- Repair Extension Program - Printers	8.8.1 - 8.8.3
-- Repair Extension Program - Monitors	8.9.1 - 8.9.4
-- Repair Extension Program - Data Communications	8.10.1- 8.10.2
-- Repair Extension Program - Input Devices	8.11.1 8.11.2

Indicates a change

SECTION 1: PROGRAM OVERVIEW

THE SERVICE PROGRAM 1.1.1
TIPS FOR A SUCCESSFUL RESELLER SERVICE OPERATION 1.2.1
- Recognize The Importance of Service & Support 1.2.1
- Service Is A Product--Sell It! 1.2.1
- Run Your Service & Support Operation As A Profit Center 1.2.2
- Choose Your Personnel Carefully 1.2.3
- Let Apple Do The Repairs 1.2.3
- Use Service To Create Sales Opportunities 1.2.4

OBJECTIVES OF THE SERVICE PROGRAM FOR THE RESELLER 1.3.1
- Customer Satisfaction 1.3.1
- Easy To Perform 1.3.1
- Profit 1.3.1
- Timely Repair 1.3.1

APPLE SERVICE STANDARDS 1.4.1
SERVICE TRAINING 1.5.1
- Requirements 1.5.1
- Philosophy 1.5.1
- Required Service Authorization Paths 1.5.3
- Apple Service Training Foundation Courses 1.5.4
- Apple Service Training Self-Paced Courses 1.5.9
- Additional Assistance 1.5.16

SERVICE DOCUMENTATION 1.6.1
- Service Manuals 1.6.1
- Renewals 1.6.3
- Diagnostic Update Program 1.6.3
- Updating Apple Service Manuals 1.6.4

THE SERVICE PROGRAM

The Apple Service Programs manual is a necessary administrative tool for Apple Authorized Service Providers that includes:

- Service Policies
- Administrative Procedures
- Service Training
- Price and Part Number information.

Other current Apple Service manuals are 1) the Technical Procedures manuals, which provide step-by-step instructions for servicing Apple products, 2) the Module Identification manual, which contains photographic illustrations of all Apple modules, 3) the Laser Printers manuals, which provide step-by-step instructions for servicing Apple Laser Printers.

Please take the time to read through all of the material in this manual at least once. This is particularly recommended for those who have been Authorized Apple Service Providers for some time because this manual contains several new service and support policies. Apple reserves the right to change Service programs and requirements at any time without notice. **Therefore, it is important to read your updates when you receive them.**

Finally, we suggest that you pay particular attention to this introductory section. It contains a variety of information not covered in other sections that will be very important to the everyday operation of your service department.

TIPS FOR A SUCCESSFUL RESELLER SERVICE OPERATION

Recognize The Importance Of Service And Support

Whenever we use the word service, we always mean it to include both service and support. Service involves much more than just fixing broken computers. Service includes installation, operator training, on-site repairs, technical support, sales support, and other information needed by your customers.

Market research clearly points out the importance of service and support in the microcomputer business. For example, research shows that when a customer is deciding which brand of computer he will purchase, service is more important than price as a buying criterion. Other studies show that the top reason customers choose a particular computer store is the reputation of its service department. Your customers take service seriously and they talk about the quality of the service and support they receive at your store.

Service is essential to both your and Apple's long term success. Good Service and Support leads to satisfied customers and good referrals. Satisfied customers will buy again from you--as will their referrals. We all prosper from good service and support.

Service Is A Product--Sell It!

Of course service isn't a tangible product, but service and support have VALUE, just like the hardware and software products you sell. The Apple**Care** Service Plan, operator training, an introduction to a customer's particular application, installation assistance and preventive maintenance contracts are all examples of service and support products. Resellers should be consistent in offering all these services to their customers.

First, make sure your customers know all the services they can expect when they buy from your full-service store. Sales people should mention your service and support products in their hardware and software sales presentations.

Second, you don't give hardware or software products away freely and you should treat service the same way. There may be situations where you want to give something away, but be sure the customer recognizes that he is getting something of value. For example, if you decide to throw in a software product to clinch a system sale you surely would let the customer know the retail value of what you're giving him. You should do the same with service and support.

If you repair a customer's computer at no charge be sure to give the customer an invoice for the service, then zero out the balance by extending a "goodwill" credit for the entire amount. This will give the customer a sense for the value of service, and it will prepare him for the future costs of servicing his computer. You might suggest an Apple**Care** service agreement to the customer, so future repair expenses may be avoided.

Run Your Service & Support Operation As A Profit Center

Many Apple resellers currently run their service and support operations as profit centers. A service department is a profit center if the revenues from service operations (maintenance contracts, repairs, consulting and training fees, etc.) exceed the costs of service operations (labor, tools, module and parts purchases, overhead expenses, etc.).

Often the key to a successful change from a cost center to a profit center strategy is in your attitude and philosophy, how YOU look at the operation. Note that you can't always make a profit at service (particularly during the start-up of your business when your installed base is still very small), BUT you can always run your service department more efficiently.

The profit center strategy helps you keep a handle on your expenses. The result is that you manage the service operation rather than having it manage you. With the profit center approach there are fewer give-aways and the overall profitability of your store increases.

One caution about the profit center strategy: at times it can conflict with the goal of customer satisfaction. Be careful to balance your service and support objectives between: 1) satisfying customer needs, and 2) making a profit. By offering friendly, quality service a reseller's service and sales revenues will increase. The end result is a more profitable store.

Choose Your Personnel Carefully

Service is, by nature, a labor intensive business. Service and support people are an integral part of your store's success and, therefore, should be chosen carefully. In evaluating candidates for your service operation, look for trainability as much as experience. The ideal applicant has good interpersonal skills, a technical aptitude, an ability to learn, and some sales ability.

The Apple Service Program is designed to be one of the most comprehensive repair strategies in the industry. Since almost all computer repair is done at the module level, repair skills can be taught to anyone who has a technical aptitude. Furthermore, Authorized Apple Dealers are not required to invest in expensive test equipment for their Service departments; rather, they can invest in conscientious Service and Support personnel to ensure that customer satisfaction and customer loyalty are maintained.

The Apple Service Training Program provides ongoing technical training of your personnel. Also, Apple stands behind every reseller with our Technical Support Organization. The Technical Support Hot-lines, located at each Apple Support Center, are major investments by Apple to provide you with the information you need (see the APPLE SUPPORT section for a listing of telephone numbers).

Let Apple Do The Repairs

Don't spend a lot of time fixing Apple equipment. The Apple Service Program is designed to let you make fast system repairs via modular replacement of defective parts whenever possible. Swap out the whole module rather than spending time looking for the bad component. Apple can fix boards quickly. Many customer service specialists spend hours



"chasing bits" because of the technical challenge. It's true that in non-warranty situations you sometimes can save the customer money if the faulty component can be found quickly. However, this is a risk; you never really know how tough it's going to be to find the problem, and you're never sure whether the chip you replaced will solve the whole problem. So swap modules for quality repairs, and invest in spare modules instead of labor.

Use Service To Create Sales Opportunities

When a customer comes into your store for service, use his visit as a sales opportunity. A customer service specialist with sales ability can be a great asset here. The rapport that is so important between a salesperson and a customer is established easily as the service specialist and customer discuss the repair of the computer. It is a natural next step to bring up the idea of additional products such as extra disk drives, software, or the Apple**Care** Service Plan. (See the "Apple**Care** Service Plan" in the SUPPORT PROGRAMS section for a full description of the Apple**Care** Service Plan.)

OBJECTIVES OF THE SERVICE PROGRAM FOR THE RESELLER

Customer Satisfaction

The most important reason for having a good Service and Support program is to ensure that customers remain satisfied with the performance of their computers. This is the simplest and most important objective. If Apple owners are satisfied, they will recommend the product and your store to their friends, and they'll come back themselves for future purchases.

Easy To Perform

Apple's Service procedures are easy to learn and easy to implement. We focus on module level diagnosis and replacement which is fast and does not require any special electronic equipment. Also, your Service people don't have to have an in-depth knowledge of electronics to master the Apple Service Program. And remember that Apple is always there to back you up. We are just a phone call away.

Profit

The Service and Support operation can and should be a profit center that pays its own way. Apple's Warranty and Apple**Care** reimbursement policies lead the microcomputer industry in providing profitable revenue to your Service operation.

The Apple Service Program is designed to make your Service operation profitable. With Apple's Tiered Reimbursement Program, resellers receive a fee in accordance with the complexity of the repair. The more Apple**Care** Service contracts you sell, the greater your profits will be.

Timely Repair

Fast, responsive, reliable Service is the key to increased sales in the computer business. Authorized Apple Service Centers should strive to provide the fastest possible turnaround time for repairs. Many customers expect same day service; at a minimum, your Service repair turnaround goal should be within 24 hours.

1. **All resellers shall continue to provide Service on any Apple products that the reseller has been authorized to sell, regardless of where the product was purchased.** Resellers are expected to maintain Service capability on any product they have either sold in the past or are currently selling, provided that the product was purchased in the United States. If the reseller has never sold a particular product, the reseller is expected to refer the customer to another nearby reseller who can service the equipment; as a last resort, the dealer should contact the technical support group for repair assistance.

2. **Every authorized Apple reseller must be an Authorized Apple Service Center or be able to provide Service through a local centralized Service department.** In certain approved situations, multiple stores in the same local area under the same ownership may centralize their Service as long as they are able to meet Apple's Service standards and goals.

   If you wish to centralize your Service, contact your regional Customer Service Manager (CSM) to obtain the required Centralized Service Operation Application. Fill out the application, attach a Service application plan, and submit both to your CSM for approval.

3. **Resellers must honor Apple's Limited Warranty agreements on all Apple products they are authorized to sell and service.** The reseller must perform all work required on Apple's behalf and accept reimbursement from Apple for this work, according to the rates stated in the FINANCIALS section of this manual.

4. **Service Providers shall provide carry-in warranty or AppleCare Service without charge to the customer.** Service Providers are not to assess charges on carry-in repairs. If additional expenses are incurred while performing on-site service, they will not be reimbursed by Apple and should, therefore, be billed to the customer.

   EXCEPTIONS: Limited Warranty and Apple**Care** agreements may be invalid if: (1) damage to an Apple product was caused by an accident, abuse, misuse, or misapplication; (2) the Apple product has been modified without the written permission of Apple; or (3) the product was purchased in another country. Resellers may only use Apple parts and modules when servicing Apple products covered by Apple's Limited Warranty or Apple**Care** Service Plan.

5. **Resellers will comply with Apple's warranty validation, reporting procedures for warranty reimbursement and administrative procedures as a condition of payment by Apple.**

6. **Resellers are free to determine their own prices for Service provided outside of warranty and AppleCare coverage.** A good policy is to provide Service prices to the customer in advance.

7. **Only authorized Apple resellers may sell the AppleCare Service agreement.** Apple resellers may sell Apple**Care** coverage only on those Apple products they are authorized to sell and service.

8. **Only Apple-trained and certified Service technicians may repair Apple products. A reseller must at all times have at least one certified Service technician capable of servicing the Apple products that the reseller has been authorized to sell.** If additional training is required, the reseller is responsible for scheduling the technician for the required classes within 30 days (if offered) and pay the generally prevailing prices for the training. If the certified technician leaves the reseller's employ, the reseller is required to notify Apple and schedule training for a suitable replacement within 30 days.

9. **The reseller will purchase Service inventory, maintaining an inventory of Apple parts and modules sufficient to meet the reseller's repair obligations.** This means maintaining an inventory of parts and modules adequate to cover the Apple products sold by the reseller.

10. **The reseller agrees not to represent Apple Service modules as "new."** Apple Service modules may be repaired or remanufactured. In this case, Service modules may function like "new," but they must not be misrepresented as new.

11. **Apple Service parts and modules are for use in repairing Apple products and are not for sale to a reseller.** The reseller will not transship or sell Apple Service stock parts to a consumer who resells to another consumer.

12. **The reseller will purchase and maintain current Apple service documentation, diagnostics and materials designated as required for all Apple products the reseller is obligated to service.** The reseller will keep service personnel apprised of all revisions and updates to these materials.

13. **The reseller is required to participate in Apple's AppleLink reseller technical support program at all of the reseller's authorized service locations.** The reseller is responsible for insuring that a sufficient number of personnel are able to productively utilize the AppleLink system for technical assistance and administrative reporting to Apple as systems are implemented.

14. **The reseller will devote adequate floor space and facilities to the service of Apple products.**

15. **The reseller will cooperate with Apple and participate in any Apple product, hardware or software update, or recall program.**

16. **Apple Authorized Service Centers must use electrostatic discharge (ESD) prevention equipment.** Static electricity is a major cause of damage to electronic components, even when static levels are very low. To prevent this type of damage, you must have a static safeguarded work area.

17. **The reseller will comply with all standards and procedures as stated in the Apple Service Programs manual.**

Requirements

Authorized Apple resellers are required to service and support the Apple products that they sell. Resellers shall maintain at each authorized location, at all times, a sufficient number of qualified Service technicians. These technicians must be trained and authorized by Apple as capable of providing effective and responsive maintenance and warranty service on Apple products.

Only technicians trained and authorized by Apple may repair Apple products. Resellers must notify Apple if any trained Service technician leaves their employment, so that a suitable replacement can be trained within 30 days, if necessary. Select from courses listed below to find those that meet both the technicians' needs and Apple's requirements.

Every Authorized Service Center must enter an order for the required Service manuals listed in "Service Documentation" in this section.

Philosophy

Apple's approach to training Service technicians provides the full spectrum of skills needed to repair Apple products with a minimum amount of off-site expense. The Service Training curriculum offers three types of training.

Prerequisite Training—Prerequisite training is modular, self-paced training that is completed *at the servicing location.* The material provides entry-level knowledge and skills that are prerequisite to foundation training.

Foundation Training—Foundation training provides the basic knowledge and skills needed to service Apple products. Foundation courses are offered *at regional Apple Service Training Centers.* This type of training, supervised by highly skilled Apple Course Managers, uses representative products to teach basic Service skills. After mastering the skills necessary to service a representative product, technicians can, with the help of Apple Service reference materials, service similar products within that product family.

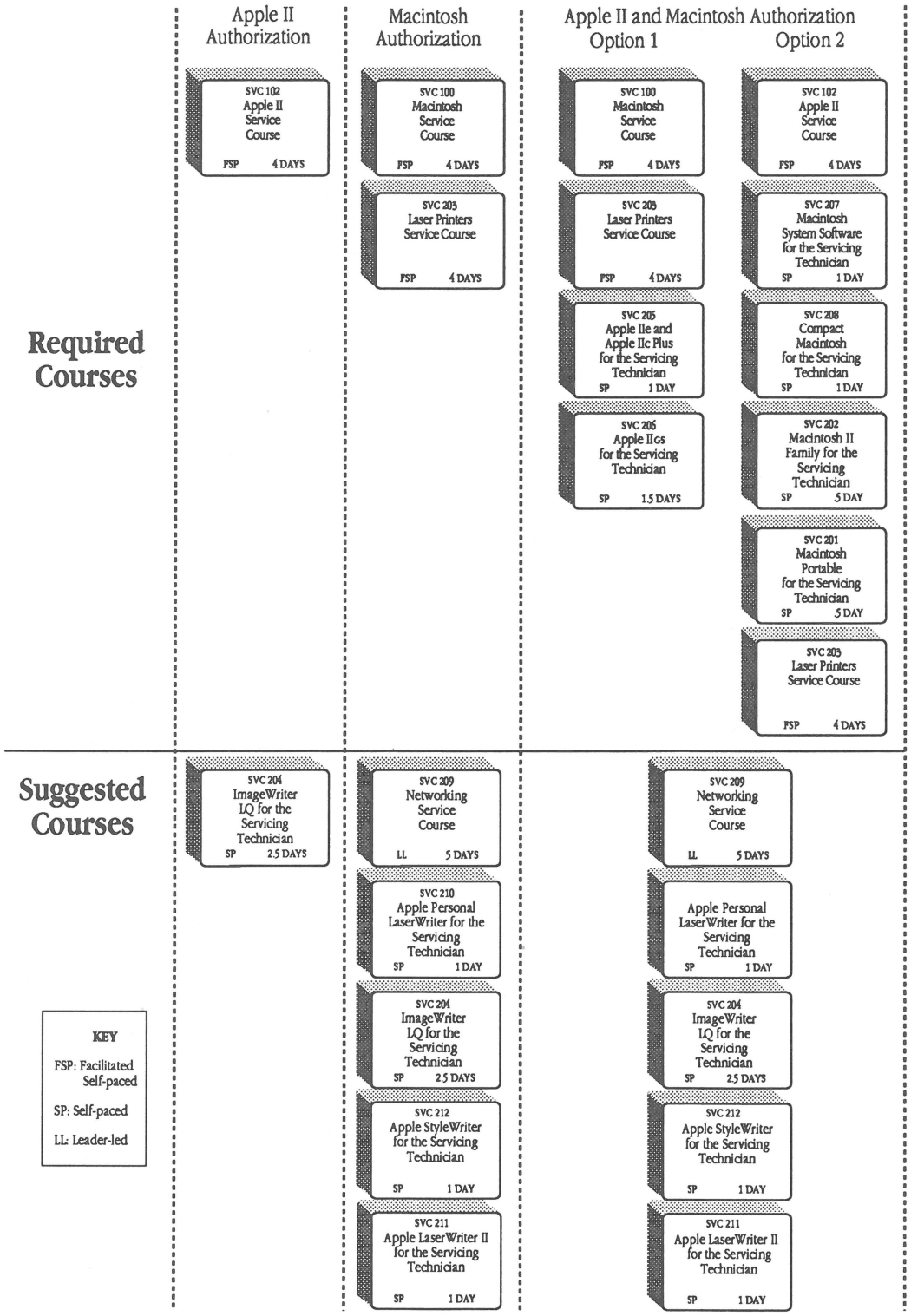
Self-Paced Training—Self-paced product training is available to technicians who successfully complete the appropriate foundation courses. Self-paced courses provide an opportunity for technicians to receive on-going training and authorization as new products are introduced and it reduces the time needed for classroom training. This training can be completed *at the servicing location.* These courses may be ordered from your Customer Service Center using AppleLink or the Parts Order Form.

Registration

Resellers should contact the Apple Service Training Center in their region to register for foundation courses. Refer to the the APPLE SUPPORT section of this manual for a listing of Training Centers and the TRAINING, MANUALS, AND BUSINESS SUPPORT PRICES for pricing information on foundation and self-paced training.

Payment for foundation courses should be arranged by Resellers when they register. Cancellation must be made at least 10 business days before the class to receive a refund.

Required Service Authorization Paths



This chart is an overview of all Service Training courses required to receive authorization. For prerequisites, see course descriptions.

SVC 102 Apple II Service Course

The Apple II Service Course teaches the skills necessary to effectively troubleshoot and repair Apple II products to the module level. This foundation course includes prerequisite training material that teaches the skills necessary to identify, set up, and operate Apple II CPUs and their associated Apple peripheral products. Upon successful completion of the prerequisite exam, technicians will attend a 4-day hands-on lab.

Course Length: 4 days
Delivery Method: Facilitated Self-Paced

Prerequisites

When technicians register for the course, prerequisite material will be sent to their servicing locations. The prerequisite training material is completed at the servicing location. Technicians **must** complete the prerequisite materials and be prepared to pass the prerequisite exam before attending the course. A prerequisite exam will be administered at an Apple Training Center to verify that technicians have acquired the skills covered in the prerequisite material. Technicians who fail the prerequisite exam will be:

- Charged full price for the course
- Unable to attend the 4-day hands-on lab
- Sent home
- Unable to receive AppleFund reimbursement for travel expenses
- Charged full price for course re-enrollment

Objectives

Upon course completion, technicians should be able to:

- Visually identify Apple II CPU and peripheral products
- Identify the appropriate Apple field support personnel to answer Service related questions
- Avoid ESD damage when working on Apple products
- Identify the basic features of Apple II CPUs and related peripherals (ImageWriter II and Apple SCSI hard disks)
- Set up a representative Apple II system, including an Apple IIGS, an ImageWriter II, and an external Apple SCSI hard disk
- Use basic Apple II user interface commands, identify Apple IIGS system software components and their functions, and use Apple II system software utilities
- Configure SCSI-based Apple II systems
- Perform Apple Service administrative tasks such as determining warranty status and completing Apple forms (Apple Authorized Transaction, Apple**Care**, and Parts Order)

- Safely handle and dispose of CRTs using techniques such as discharging the anode, removing and replacing the CRT, and adjusting monochrome and color picture attributes
- Identify and describe the function of Apple IIGS modules and parts; take apart and replace the major Apple IIGS parts and modules; use and interpret Apple IIGS and related peripheral diagnostic tests
- Use Apple Service reference materials: *Service Programs*, *Technical Procedures*, *Service Source*, *Peripheral Interface Guide*, and *Module Identification Manual*
- Use AppleLink to search for information in the bulletin boards and libraries and to communicate over the network
- Troubleshoot and repair Apple IIGS systems (CPUs and peripherals) by isolating defective units, repairing malfunctioning units to the module level, and verifying that the entire system works correctly

SVC 100 Macintosh Service Course

The Macintosh Service Course teaches the skills necessary to effectively troubleshoot and repair Macintosh products to the module level. This foundation course includes prerequisite training material that teaches the skills necessary to identify, set up, and operate Macintosh CPUs and their associated Apple peripheral products. Upon successful completion of the prerequisite exam, technicians will attend a 4-day hands-on lab.

Course Length: 4 days
Delivery Method: Facilitated Self-Paced

Prerequisites

When technicians register for the course, prerequisite material will be sent to their servicing locations. The prerequisite training material is completed at the servicing location. Technicians **must** complete the prerequisite materials and be prepared to pass the prerequisite exam before attending the course. A prerequisite exam will be administered at an Apple Training Center to verify that technicians have acquired the skills covered in the prerequisite material. Technicians who fail the prerequisite exam will be:

- Charged full price for the course
- Unable to attend the 4-day hands-on lab
- Sent home
- Unable to receive AppleFund reimbursement for travel expenses
- Charged full price for course re-enrollment

Objectives
Upon course completion, technicians should be able to:

- Visually identify compact and modular Macintosh CPU and peripheral products
- Identify the appropriate Apple field support personnel for answers to Service related questions
- Avoid ESD damage when working on Apple products
- Identify the basic features of compact and modular Macintosh CPUs and related peripherals (ImageWriter II and Apple SCSI hard disks)
- Set up compact and modular Macintosh systems, including Macintosh CPUs, the ImageWriter II and external Apple SCSI hard disks
- Use basic Macintosh user interface commands, identify Macintosh system software components and their functions, and use Macintosh system software utilities
- Configure SCSI-based Macintosh systems
- Perform Apple Service administrative tasks such as determining warranty status and completing Apple forms (Apple Authorized Transaction, Apple**Care**, and Parts Order)
- Safely handle and dispose of CRTs using techniques such as discharging the anode, removing and replacing the CRT, and adjusting monochrome and color picture attributes
- Configure and diagnose Apple hard disk drives with Macintosh computers
- Use Apple Service reference materials: *Service Programs, Technical Procedures, Service Source, Peripheral Interface Guide*, and *Module Identification Manual*
- Use AppleLink to search for information in the bulletin boards and libraries and to communicate over the network
- Troubleshoot and repair compact and modular Macintosh systems (CPUs and peripherals), by isolating defective units, repairing malfunctioning units to the modular level, and verifying that the entire system works correctly

SVC 203 Laser Printers Service Course

The Laser Printers Service Course teaches the skills necessary to effectively troubleshoot and repair the Apple LaserWriter, LaserWriter II, and Personal LaserWriter printer families. This foundation course includes prework training material that teaches the skills necessary to identify, set up, operate, and troubleshoot laser printers. Upon successful completion of the prework material, technicians print a Prework Completion Form and bring it to the 4-day hands-on lab.

Course Length: 4 days
Delivery Method: Facilitated Self-Paced

Prerequisites
Technicians must have completed **one** of the following foundation courses:

- Apple Systems Service Course or any previous version
- Apple II Service Course **and** the following self-paced courses:
  - Macintosh Portable for the Servicing Technician
  - Macintosh II Family for the Servicing Technician
  - Compact Macintosh for the Servicing Technician
  - Macintosh System Software for the Servicing Technician
- Macintosh Service Course

When technicians register for the Laser Printers Service Course, prework material will be sent to the servicing location for completion prior to attending the course. Technicians **must** complete the prework material and bring the Prework Completion Form to class. When the Prework Completion Form is received, Apple will admit technicians to the 4-day lab.

Objectives
Upon course completion, technicians should be able to*:

- Identify and describe basic LaserWriter features and operation
- Understand basic laser printer technology
- Understand basic laser printer troubleshooting concepts
- Set up the printers and connect them to a Macintosh computer
- Install LaserWriter software and demonstrate printer operation
- Remove and replace all major modules and parts
- Perform adjustments (where applicable)
- Troubleshoot and repair faulty printers

*on two of the three families of Apple Laser Printers.

SVC 209 Networking Service Course

This foundation course teaches the skills necessary to diagnose and repair 80% of AppleTalk network problems on site within one hour, and to identify resources to diagnose and repair the remaining problems.

Course Length: 5 days
Delivery Method: Leader-Led

Prerequisites

Technicians must have completed **one** of the following foundation courses:

- Apple Systems Service Course or any previous version
- Apple II Service Course **and** the following self-paced courses:
  - Macintosh Portable for the Servicing Technician
  - Macintosh II Family for the Servicing Technician
  - Compact Macintosh for the Servicing Technician
  - Macintosh System Software for the Servicing Technician
- Macintosh Service Course

Upon registration for the Networking Service Course, technicians will receive the Apple LAN Literacy Course (self-paced) prerequisite material to complete prior to attending the course.

Objectives

Upon course completion, technicians should be able to do the following on the lab network:

- Correctly install and verify the operation of the following AppleTalk products:
  - AppleShare® File Service
  - Inter•Poll®
  - AppleShare Print Server
  - AppleTalk Internet Router
  - LocalTalk® Card
  - TokenTalk® MCP Card
  - AppleShare PC
  - EtherTalk® Card

- Assemble and configure an AppleTalk internet consisting of LocalTalk®, EtherTalk, and TokenTalk segments using the following equipment:
  - IBM PC (or clone)
  - PhoneNET Star Controller
  - Third-Party Interbridge
  - LaserWriter
  - *Optional (ImageWriter, Apple IIe, Apple IIGS)*
  - Modular Macintosh
  - MAU box for Token Ring

- Use the following troubleshooting tools to locate existing and potential AppleTalk network problems:
  - EtherTalk card tester SW
  - Inter•Poll
  - Tone generator
  - Farallon's TrafficWatch
  - Loopback connectors
  - TokenTalk card tester SW
  - Multimeter
  - MAU relay tester

- Install and terminate network cabling on LocalTalk via PhoneNET; EtherTalk via coax; and TokenTalk via IBM cabling

- Identify two performance-related AppleTalk network problems that require network growth or redesign

How to Prepare for the Networking Service Course
Service Technicians **must** complete the Apple LAN Literacy course (self-paced) as prerequisite material. This prerequisite course prepares technicians for the Networking Service course and is completed at the servicing location. When technicians successfully complete the Apple LAN Literacy course, a completion form may be printed and returned to Apple for a Service Authorization award.

A copy of your completion form or Achievement Award for the Apple LAN Literacy course is required for admittance into the Networking Service course. *If technicians do not bring a copy, they will not be admitted.*

Apple Service Training Self-Paced Courses

SVC 205 Apple IIe and Apple IIc Plus for the Servicing Technician

This video-based course teaches the skills necessary to effectively troubleshoot and repair Apple IIe and Apple IIc Plus computers to the module level.

Course Length: 8 hours
Delivery Method: Self-Paced

Prerequisites
The prerequisite for this course is completing the Macintosh Service Course, or the Apple II Service Course, or any version of the Apple Systems Service Course.

Objectives
Upon course completion, technicians should be able to:

- Identify the basic features and capabilities of the Apple IIe and Apple IIc Plus
- Set up the Apple IIe and Apple IIc Plus with their major compatible peripheral devices (ImageWriter II and Hard Disk SC)
- Perform basic ProDOS tasks (create, save, file, print, and delete a file using a typical ProDOS application)
- Identify ProDOS system software components and match them with their functions
- Troubleshoot typical problems with ProDOS
- Identify major parts and replaceable Service modules for the Apple IIe and Apple IIc Plus
- Remove and replace the major parts and replaceable Service modules in the Apple IIe and Apple IIc Plus
- Use and interpret the results of the Apple IIe and Apple IIc Plus diagnostic tests
- Troubleshoot typical problems associated with the Apple IIe and Apple IIc Plus

SVC 206 Apple IIGS for the Servicing Technician

This video-based course teaches the skills necessary to effectively troubleshoot and repair Apple IIGS computers to the module level.

Course Length: 12 hours
Delivery Method: Self-Paced

Prerequisites

The prerequisite for this course is completing the Macintosh Service Course, or the Apple II Service Course, or any version of the Apple Systems Service Course.

Objectives

Upon course completion, technicians should be able to:

- Identify the basic features and capabilities of the Apple IIGS
- Set up the Apple IIGS with its major compatible peripheral devices (ImageWriter II and Hard Disk SC)
- Perform basic ProDOS tasks (create, save, file, print, and delete a file using a typical ProDOS application)
- Perform basic GS/OS tasks (create, save, file, print, and delete a file using a typical GS/OS application)
- Identify GS/OS system software components
- Troubleshoot typical problems associated with GS/OS
- Identify the Apple IIGS Service modules and match them with functions
- Remove and replace the Apple IIGS exchange modules and replacement parts
- Use and interpret the results of the Apple IIGS diagnostic tests
- Troubleshoot typical problems associated with the Apple IIGS

SVC 202 Macintosh II Family for the Servicing Technician

This video-based course teaches the skills necessary to effectively troubleshoot and repair the Macintosh II family of computers.

Course Length: 4 hours
Delivery Method: Self-Paced

Prerequisites

The prerequisite for this course is completing the Macintosh Service Course, or the Apple II Service Course, or any version of the Apple Systems Service Course.

Objectives
Upon course completion, technicians should be able to:

- Identify ports and connectors
- Identify the basic system configurations
- Locate and identify the replaceable modules and parts
- Perform take-apart on each system
- Identify and remove SIMM
- Configure RAM
- Run and interpret the System Startup Sequence
- Use troubleshooting aids to diagnose problems and solutions

SVC 201 Macintosh Portable for the Servicing Technician

This video-based course teaches the skills necessary to effectively troubleshoot and repair the Macintosh Portable.

Course Length: 6 hours
Delivery Method: Self-Paced

Prerequisites
The prerequisite for this course is completing the Macintosh Service Course, or the Apple II Service Course, or any version of the Apple Systems Service Course.

Objectives
Upon course completion, technicians should be able to:

- Describe system features and optional components
- Use power management options
- Locate and identify replaceable modules and parts
- Perform take-apart procedures
- Use troubleshooting aids to diagnose problems

SVC 208 Compact Macintosh for the Servicing Technician

This video-based course teaches the skills necessary to effectively troubleshoot and repair Compact Macintosh products to the module level.

Course Length: 8-10 hours
Delivery Method: Self-Paced

Prerequisites
The prerequisite for this course is completing the Macintosh Service Course, or the Apple II Service Course, or any version of the Apple Systems Service Course.



Objectives
Upon course completion, technicians should be able to:

- Identify the basic features and capabilities of the Macintosh Plus, SE, and SE/30
- Identify the Macintosh Plus, SE, and SE/30 major parts and replacement Service modules
- Match the Macintosh Plus, SE and SE/30 subsystems with their functions
- Remove and replace the Macintosh Plus, SE, and SE/30 major parts and Service modules
- Use and interpret the Macintosh Plus, SE and SE/30 diagnostics to identify failures with compact Macintosh computers
- Troubleshoot Macintosh Plus, SE and SE/30 problems

SVC 207 Macintosh System Software for the Servicing Technician

This course teaches the skills necessary to identify Macintosh system software components, use system software to create and customize a startup disk, and configure system software and hardware parameters.

Course Length: 8-10 hours
Delivery Method: Self-Paced

Prerequisites
No prerequisites are required for this course.

Objectives
Upon course completion, technicians should be able to:

- Identify the primary Macintosh system software components and their functions
- Define specific software terms: manager, desk accessory, resource, device driver, CDEV, RAM, ROM, System file, and Installer
- Identify the contents of the System Folder and match the contents with their functions
- Initialize a floppy disk and a hard disk
- Identify the difference between one-sided and two-sided disk initialization formats
- Indicate the drives that use the one-sided and two-sided formats
- Create back-up copies of system software disks
- Define the function of a startup disk
- Identify the files that must be on a startup disk
- Identify the sequence in which the system searches for the startup disk
- Identify the current start-up disk
- Create a start-up disk using the Installer

- Identify the files installed on a start-up disk by the Installer
- Customize a start-up disk using the Font/DA Mover
- Update a start-up disk
- Identify the minimum and maximum number of fonts and DAs a system contains under normal circumstances
- Select printers and AppleTalk drivers with the Chooser, set the various Control Panel parameters, and configure the Chooser

SVC 210 Apple Personal LaserWriter for the Servicing Technician

This video-based course teaches the skills necessary to effectively troubleshoot and repair the Apple Personal LaserWriter product line.

Course Length: 8 hours
Delivery Method: Self-Paced

Prerequisites
The prerequisite for this course is completing the Macintosh Service Course, or the Apple II Service Course, or any version of the Apple Systems Service Course.

Objectives
Upon course completion, technicians should be able to:

- Identify features unique to the Personal LaserWriter and differentiate them from features found on the Personal LaserWriter, LaserWriter Plus and LaserWriter II
- Indicate, in the correct sequence, how to set up and configure a Personal LaserWriter to support a typical customer's Apple computer
- Match a list of Personal LaserWriter parts with their functions
- Identify which Personal LaserWriter parts are different in function from the same parts found in the LaserWriter Plus and LaserWriter II
- Completely take apart and reassemble a Personal LaserWriter. The Personal LaserWriter must function correctly after reassembly.
- Identify the major events in the Personal LaserWriter print cycle that significantly differ from events in the LaserWriter Plus and LaserWriter II print cycles
- Indicate which of the fourteen "ready states" exist in a sample of Personal LaserWriters
- Indicate which troubleshooting aid should be used to diagnose a faulty module found in a Personal LaserWriter
- Indicate the troubleshooting action to take at each step of a simulated faulty Personal LaserWriter

SVC 204 ImageWriter LQ for the Servicing Technician

This video-based course teaches the skills necessary to effectively troubleshoot and repair the ImageWriter LQ printer.

Course Length: 20 hours
Delivery Method: Self-Paced

Prerequisites

The prerequisite for this course is completing the Macintosh Service Course, or the Apple II Service Course, or any version of the Apple Systems Service Course.

Objectives

Upon course completion, technicians should be able to:

- Describe key features of the ImageWriter LQ and how they benefit the user
- Set up the ImageWriter LQ with Macintosh or Apple II computers
- Install the ImageWriter LQ printer drivers and 3X Fonts files on the start-up disk
- Select the appropriate paper path for a specific type of application and print a document
- Take apart and reassemble the ImageWriter LQ printer
- Adjust the printer for the best performance possible
- Troubleshoot sources of problems and identify their solutions
- Rework the ImageWriter LQ printer

SVC 211 Apple LaserWriter II for the Servicing Technician

This video-based course teaches the skills necessary to effectively troubleshoot and repair the Apple LaserWriter II product line.

Course Length: 8 hours
Delivery Method: Self-Paced

Prerequisites

The prerequisites for this course are:

1) Completing **one** of the following –
   Macintosh Service Course
   Apple II Service Course
   Any version of the Apple Systems Service Course,
   and
2) Completing the Laser Printers Service Course

Objectives
Upon course completion, technicians should be able to:

- Identify and describe basic LaserWriter II features and operation
- Understand basic LaserWriter II theory of operation
- Set up the LaserWriter II and connect it to a Macintosh computer
- Install LaserWriter II software and demonstrate printer operation
- Remove and replace LaserWriter II major modules and parts
- Understand basic LaserWriter II troubleshooting concepts

SVC 212 Apple StyleWriter for the Servicing Technician

This video-based course teaches the skills necessary to effectively troubleshoot and repair the Apple StyleWriter printer.

Course Length: 7 hours
Delivery Method: Self-Paced

Prerequisites
The prerequisite for this course is completing the Macintosh Service Course, or the Apple II Service Course, or any version of the Apple Systems Service Course.

Objectives
Upon course completion, technicians should be able to:

- Identify and describe the basic features, specifications, capabilities, and configurations of the Apple StyleWriter
- Identify and describe the functions of Apple StyleWriter major modules and parts
- Match Apple StyleWriter subsystems with their functions and describe the interactions between the major subsystems.
- Properly sequence the major events in the Apple StyleWriter print cycle
- Completely take apart and reassemble the Apple StyleWriter. The Apple StyleWriter must function correctly after reassembly
- Identify the sequence of major troubleshooting steps and the major troubleshooting aids
- Select appropriate actions, given troubleshooting scenarios
- Identify and solve common Apple StyleWriter problems

Additional Assistance

If technicians have questions after receiving training, they can contact the Apple Technical Operations Group at the Apple Assistance Center. The Apple Technical Operations phone number can be found in the APPLE SUPPORT section of this manual.

Service Manuals

Each Apple authorized Service Center must maintain various Service manuals, depending upon the products sold and serviced, which provide ongoing information and instruction on technical and service issues. These manuals are:

- *Service Programs*, which covers administrative procedures, lists part numbers and prices, and is updated as needed.

- *Macintosh Family CPUs and Peripheral Technical Procedures,* which provide step-by-step instructions for servicing Macintosh CPUs. This set, which is updated monthly, is required if you have sold and serviced or currently sell and service Macintosh CPUs. Included with this set are the *Peripherals that cross both families, Networks, and the Peripheral Interface Guide updates.*

- *Apple II Family CPUs and Peripheral Technical Procedures,* which provide step-by-step instructions for servicing Apple II CPUs. This set, which is updated monthly, is required if you have sold and serviced or currently sell and service Apple II CPUs. Included with this set are the *Peripherals* that cross both families, *Networks,* and the *Peripheral Interface Guide* updates.

  In additon to ordering the required Technical Procedures, you may also want to receive the optional *Apple Service Guides.* The *Apple Service Guides* are small light-weight Service reference booklets for on-site repair. They include all the technical information that even an experienced technician would have to reference. **These guides are not required, but are an additional resource for technicians. They do not replace the required *Apple Service Technical Procedures.***

  Note: If you sell and service both the Macintosh and the Apple II Family products, you need the combined set of Macintosh and Apple II Family CPUs and Peripheral Technical Procedures. This set comes with one copy of the *Peripheral Interface Guide.*

- *Module Identification Manual,* which contains photos of all Apple modules, and is updated as required.

- *Laser Printers Technical Procedures*, which contain module-level troubleshooting and repairs for the Apple LaserWriter and LaserWriter Plus printers. This set is updated quarterly. All authorized Service Centers that support the LaserWriter and AppleTalk network should order the *Laser Printers Technical Procedures* set when they sign up for LaserWriter Certification training.

Each current authorized Service Center is entitled to one *Service Programs* manual and updates at no cost. After the first year, you must renew your complimentary updates annually.

The *Lisa/Macintosh XL Technical Procedures* manuals are available to Service Centers that support these products.

The *Apple II/Apple III Products Archived Technical Procedures* manuals are available to Service Centers that support the following products:

- Apple II/II Plus
- Dot Matrix Printer
- Apple Color Plotter
- Disk II
- Monitor III
- DuoDisk
- Apple IIe Flat Panel Display
- Numeric Keypad
- Scribe Printer
- Apple III
- Daisy Wheel Printer
- Graphics Tablet
- Disk III
- ProFile
- Apple ColorMonitor 100
- Monitor IIc
- Silentype Printer
- Misc. Illustrated Parts for Apple II

Note: The *Apple II/Apple III Products Archived Technical Procedures* is not a subscription and is not updated. Any critical information will be communicated through the Apple II subscription program.

Additional *Service Programs, Macintosh Family CPUs and Peripheral Technical Procedures, Apple II Family CPUs and Peripheral Technical Procedures, Module Identification* manuals, as well as *Laser Printers Technical Procedures* and *Lisa/Macintosh XL Technical Procedures* manuals can be purchased through your Service Support Center. The *Peripheral Interface Guide* has a separate part number for ordering additional copies. See the Training, Manuals and Business Support price pages in the PRICES section of this manual for part numbers and pricing information.

Renewals

Subscriptions on new manuals and renewals are for one year. Approximately two months before your subscription is due to expire, Apple will generate a renewal reminder letter. You should evaluate your total manual purchases required, plus other orders you may have.

If you decide to renew the current order that is due to expire, fill out the bottom portion of the letter and return the letter to the Service Administration department at your Support Center. If you have an attached letter regarding family selection, return this letter with your renewal.

A second renewal letter may be sent out if Apple has not yet received your first renewal notice. This letter will notify you that the listed subscription order has expired. Please disregard this if your renewal order has been returned.

SINCE BACK UPDATES ARE NOT AVAILABLE FOR ANY SERVICE MANUALS, YOU WILL HAVE TO REORDER THE MANUALS IF YOU LET YOUR ORDER EXPIRE.

Note: Apple will not provide refunds on manuals.

Diagnostic Update Program

You are required to purchase all the hardware and software diagnostics you need to support the products that you sell or have sold. The Diagnostic Update Program, available for the Macintosh and Apple II families, provides you with an inexpensive way to receive all these new and revised tools automatically during the year.

Participation in the Diagnostic Update Program is mandatory for all accounts who service products in the Macintosh and Apple II families. When you enroll, you will receive all the software and hardware diagnostics for current Apple II and/or Macintosh products as listed in the PRICES section. In addition, you will be guaranteed delivery of all revisions and new releases during the next year.

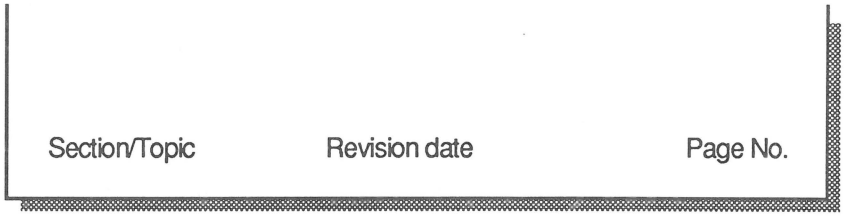
Note:

a. All other hardware diagnostics continue to be available for purchase individually.

b. Apple will not provide refunds on the Apple II or Macintosh Diagnostic Starter Kits once they have been purchased.

Updating Apple Service Manuals

We have designed this manual so that it can be easily updated as new information and products become available. All pages are numbered, dated, and labeled on the bottom (see figure below).



As updates and new pages become necessary, they will normally be mailed to you in a large white envelope with a teal band. Pages will be numbered so that you know exactly where to put them in the manual. A Document Control sheet will tell you which pages to add, replace, and discard. Store the Document Control sheets at the front of this manual (behind the Table of Contents) as a record of your updates.

A BRIEF NOTE REGARDING THE PAGE NUMBERS IN THIS MANUAL: The page number consists of three digits separated by periods. The first number refers to the major section you are in. The second number refers to the subsection. The third number is the page within the subsection.

Example: Page 6.2.1

Section	6	APPLE SUPPORT
Subsection	2	"Apple Customer Service and
Page	1	Training Locations"

Please take the time to read and insert the new pages when they arrive. This will ensure that whenever you use the manual, you are getting the most up-to-date information.

WATCH FOR THE WHITE AND TEAL ENVELOPES!

SECTION 2: REPAIRING

REPAIRING APPLE PRODUCTS 2.1.1
ESD Prevention 2.1.2
RETURNED AND REPAIRED EXCHANGE MODULES CRITERIA 2.2.1
Criteria For Defective Modules 2.2.1
Criteria For Repaired Exchange Modules 2.2.2
THE APPLE LIMITED WARRANTY 2.3.1
Apple's Limited Finished Goods Warranty 2.3.2
Apple's Limited Service Parts Warranty 2.3.3
Apple's Limited Media Warranty 2.3.3
How Customers Can Use Apple's Global Warranty 2.3.4
Acceptable Modifications 2.3.4
Third-Party Products and Their Impact on Apple's Limited Warranty 2.3.5
Allowable End User Upgrades for CPUs and Printers 2.3.6
Sample Limited Warranty Card 2.3.8
Sample Limited Media Warranty Card 2.3.9
Sample Global Warranty Card 2.3.10
Sample Product Registration Card 2.3.11
WARRANTY AND APPLECARE REPAIRS 2.4.1
Qualification 2.4.1
Out of Warranty Repairs 2.4.1
Repair and Return of Finished Goods Products 2.4.2
Invalid Claims 2.4.2
GUIDELINES TO WARRANTY AND APPLECARE EXCLUSIONS 2.5.1
Warranty Expired 2.5.1
Pre-Sales Check Out 2.5.1
No Trouble Found 2.5.1
Unauthorized Modifications 2.5.2
Misuse And Abuse 2.5.2
Operator Errors 2.5.3
Blown Or Cracked ICs 2.5.3
Non-Apple Peripherals 2.5.3
Customer System Hardware Upgrades 2.5.3
It Works In The Shop, But Not In The Office 2.5.4
APPLE AUTHORIZED TRANSACTION FORMS 2.6.1
Introduction 2.6.1
APPLEORDER TRAVELER 2.7.1
AppleOrder Traveler 2.7.1
Creating an AppleOrder Service Repair Order 2.7.1
Sample AppleOrder Traveler 2.7.4
GENERIC PARTS EXCHANGE/WARRANTY REIMBURSEMENT FORM 2.8.1
Generic Parts Exchange/Warranty Reimbursement Form (ABCD Form) 2.8.1
Completing Apple's SmartForm Version of the Generic Warranty Form 2.8.1
Sample Generic Parts Exchange/Warranty Reimbursement Form 2.8.5
SERVICE REPAIR ORDER (SRO) FORM 2.9.1
SRO: General Information 2.9.1
Completing The SRO Form 2.9.1
Adjustments 2.9.9
Sample SRO Form 2.9.10
Service Repair Order Correction 2.9.11
SRO Forms Ordering 2.9.11

PACKING AND SHIPPING INSTRUCTIONS 2.10.1
Unpacking 2.10.1
Packing 2.10.1
Battery Returns 2.10.2
CRT Returns 2.10.3
Apple Direct Air Shipping and Handling Program 2.10.4
REPAIR PROGRAM FOR INTERNATIONAL PRODUCTS 2.11.1
Program Description 2.11.1
Warranty 2.11.1
Export Considerations 2.11.1
SERVICE FOR NON-APPLE PRODUCTS 2.12.1
C&K Components Macintosh Quadra 900 Keys 2.12.1
Amdek Color Monitors 2.12.2
Bose Roommate Speakers 2.12.3
Centronics Printer 2.12.3
Hitachi Color Monitor 2.12.3
Micro-Sci Drive 2.12.4
Mountain Computer 2.12.4
NEC Color Monitors 2.12.4
Qume Printers 2.12.5
Samsung Educational Color Monitor 2.12.6
Sanyo Monitors 2.12.7

Repairing Apple Products

1. **Determine If The Item Is Covered Under The Apple Service Program.**
   If the product has an Apple logo it is serviceable under the Apple Service program. See information on Service for non-Apple products in this section for servicing products distributed by Apple but not covered under the Apple Service program.

2. **Determine If The Item Is Covered By Warranty Or AppleCare.**
   The customer must provide proof of purchase or a copy of the AppleCare contract. See the SPECIALTY PROGRAMS tab for AppleCare guidelines and "The Apple Limited Warranty" in this section for warranty guidelines. Out of Warranty repair procedures are outlined in the Out Of Warranty repair information in this section. Some repairs, which may not be covered, are also reviewed further on in this section.

3. **Complete an Apple Authorized Transaction Form (AppleOrder Traveler, Apple's SmartForm version of Generic Parts Exchange/Warranty Reimbursement Form, or Service Repair Order (SRO) form with the Customer Information.**
   These forms have been developed to satisfy Apple's and your administrative requirements. Instructions on how to complete the forms are included in this section.

4. **Repair The Product.**
   ESD precautions must be followed when repairing all Apple products. Repair the product according to the instruction in the appropriate Apple *Technical Procedures* manual. In the case of a defective module, determine whether it may be exchanged according to the guidelines in this section. Module exchanges are recommended as the fastest, most effective repairs for all Apple products.

5. **Complete an Apple Authorized Transaction Form.**
   Detail the repairs performed and the costs to the customer. See the PRICES section for the suggested prices. Even if the item is covered under Warranty or AppleCare, you should still itemize what the charges *would have been* if the customer did not have service coverage. Write "no charge" over the itemized charges. This will help to establish the value of service in the customer's mind.

6. **Determine Your Reimbursement From Apple.**
If the item is covered by an Apple Warranty or AppleCare agreement, see the Warranty and AppleCare Repair information and the FINANCIALS section of this manual to check what your reimbursement from Apple will be.

7. **Package The Defective Module.**
If the repair involves an exchange module, see the packing and shipping instructions in this section on how to package the module for shipment.

8. **Ship The Defective Module And A Completed Apple Authorized Transaction Form.**
Use the Apple Direct Air Shipping and Handling Program to ship the defective module to:

    Apple Computer, Inc.
    600 E. Hamilton Avenue, Dock Door #4
    Campbell, CA 95000

    Send the exchange module with the completed transaction form enclosed. For more detailed information, see the packaging and shipping instructions in this section.

    All questions in regard to invoices, payments, and parts received from Apple must be directed to your Customer Service Specialist within ninety (90) days from the receipt of the invoice, payment, or parts. Please reference the invoice, shipping notice, or SRO number when writing or telephoning Apple to ask questions.

Repairing Macintosh PowerBooks

1. **Determine If The PowerBook Is Covered Under The Apple Service Program.**
If the product has an Apple logo it is serviceable under the Apple Service program. See information on Service for non-Apple products in this section for servicing products distributed by Apple but not covered under the Apple Service program.

2. **Determine If The PowerBook Is Covered By Warranty Or AppleCare.**
The customer must provide proof of purchase or a copy of the AppleCare contract. See the SPECIALTY PROGRAMS tab for AppleCare guidelines and "The Apple Limited Warranty" in this section for warranty guidelines. Out of Warranty repair procedures are outlined in the Out Of Warranty repair information in this section. Some repairs, which may not be covered, are also reviewed further on in this section.

3. **Complete an Apple Authorized Transaction Form (AppleOrder Traveler, Apple's SmartForm version of Generic Parts Exchange/Warranty Reimbursement Form, or Service Repair Order (SRO) form with the Customer Information.**
These forms have been developed to satisfy Apple's and your administrative requirements. Instructions on how to complete the forms are included in this section.

4. **Decide Whether Or Not You Can/Want To Repair The PowerBook.**
If you decide **not** to repair the PowerBook, call Apple's toll-free hotline at 1-800-SOS-APPL to receive your return authorization.

   If you decide to repair the PowerBook and you find that the problem lies with one of the modules that are only factory replaceable, call Apple's toll-free hotline at 1-800-SOS-APPL. For more information, refer to "Sending Macintosh PowerBooks to Apple for Repair" in this section.

5. **Complete an Apple Authorized Transaction Form.**
Detail the repairs performed and the costs to the customer. See the PRICES section for the prices. Even if the item is covered under Warranty or AppleCare, you should still itemize what the charges *would have been* if the customer did not have service coverage. Write "no charge" over the itemized charges. This will help to establish the value of service in the customer's mind.

6. **Repair The PowerBook.**
ESD precautions must be followed when repairing all Apple products. Repair the product according to the instruction in the appropriate Apple *Technical Procedures* manual. In the case of a defective module, determine whether it may be exchanged according to the guidelines in this section. Module exchanges are recommended as the fastest, most effective repairs for all Apple products.

7. **Determine Your Reimbursement From Apple.**
If the item is covered by an Apple Warranty or AppleCare agreement, see the Warranty and AppleCare Repair information and the FINANCIALS section of this manual to check what your reimbursement from Apple will be.

8. **Package The Failed Module.**
If the repair involves an exchange module, see the packing and shipping instructions in this section on how to package the module for shipment.

9. **Ship The Failed Module And A Completed Apple Authorized Transaction Form.**
Use the Apple Direct Air Shipping and Handling Program to ship the defective module to:

Apple Computer, Inc.
600 E. Hamilton Avenue, Dock Door #4
Campbell, CA 95000

Send the exchange module with the completed transaction form enclosed. For more detailed information, see the packaging and shipping instructions in this section.

All questions in regard to invoices, payments, and parts received from Apple must be directed to your Customer Service Specialist within ninety (90) days from the receipt of the invoice, payment, or parts. Please reference the invoice, shipping notice, or SRO number when writing or telephoning Apple to ask questions.

Sending Macintosh PowerBooks to Apple for Repair

1. **Determine If The PowerBook Is Covered Under The Apple Service Program.**
If the product has an Apple logo it is serviceable under the Apple Service program. See information on Service for non-Apple products in this section for servicing products distributed by Apple but not covered under the Apple Service program.

2. **Determine If The PowerBook Is Covered By Warranty Or AppleCare.**
The customer must provide proof of purchase or a copy of the AppleCare contract. See the SPECIALTY PROGRAMS tab for AppleCare guidelines and "The Apple Limited Warranty" in this section for warranty guidelines. Out of Warranty repair procedures are outlined in the Out Of Warranty repair information in this section. Some repairs, which may not be covered, are also reviewed further on in this section.

3. **Decide Whether Or Not You Can/Want To Repair The PowerBook.**
If you decide **not** to repair the PowerBook, call Apple's toll-free hotline at 1-800-SOS-APPL to receive your return authorization.

4. **Complete an Apple Authorized Transaction Form.**
Claim the adjustment part number for sending the PowerBook to Apple. See the PRICES section for this part number and the FINANCIALS section for the tier reimbursement associated with this part number. Reimbursement is only paid for PowerBooks covered by domestic warranty and/or AppleCare.

Send the Apple Authorized Transaction form, with the authorization number and PowerBook Adjustment part number noted, to Customer Service **not** to the Central Product Repair Center.

5. **Determine Your Reimbursement From Apple.**
If the item is covered by an Apple Warranty or AppleCare agreement, see the Warranty and AppleCare Repair information and the FINANCIALS section of this manual to check what your reimbursement from Apple will be. There is no reimbursement other than the reimbursement described in section 4 above.

6. **Package The PowerBook.**
Use the packaging provided by your Airborne Express representative. Remember to complete the Airborne airbill and note your authorization number.

7. **Send The PowerBook And The Completed Airborne Airbill.**
Use Airborne Express to send the PowerBook to the Central Product Repair Center with the completed Airborne airbill enclosed. For more detailed information, see the packaging and shipping instructions in this section. Send the Apple Authorized Transaction form to Customer Service.

All questions in regard to invoices, payments, and parts received from Apple must be directed to your Customer Service Specialist within ninety (90) days from the receipt of the invoice, payment, or parts.
Please reference the invoice, shipping notice, or SRO number when writing or telephoning Apple to ask questions.

ESD Prevention

Computer system component malfunctions and failures are increasingly being attributed to electrostatic discharge effects. The discharge of static electricity near active electronic systems can cause memory corruption or temporary failure of our systems. To prevent these malfunctions, Service technicians, whether they are working at the shop or at a customer's site, are REQUIRED to set up an ESD-safe workstation.

An ESD-safe workstation consists of:

- a conductive workbench mat, with ground cord
- a wrist strap, with 1 megohm resistor and ground cord

ESD prevention kits are available on the Training Prices. Please refer to one of the Apple *Technical Procedures* manuals for complete ESD prevention rules and how to set up an ESD-safe workstation.

Criteria For Defective Modules

The following defines the criteria for defective modules that should be returned to Apple Computer.

1. Repairable Modules

If the customer's defective module shows no signs of modification or damage, it is considered repairable and is to be treated as an Exchange. Apple will return any module submitted for exchange that contains extra items (for example, SIMMs). Refer to the *Module Identification* manual to determine what is included on or with a module. When returning modules to Apple, refer to the packaging instructions included in this section of the manual.

2. Preparation of Repairable Modules

Exchange Modules must be prepared according to the *Technical Procedures* manuals and the *Module Identification Manual.* Failure to do so will result in the return of the unexchanged module or charge to your account. The following action will be taken by Apple for certain improperly prepared modules:

a) A module missing or containing the wrong configuration of ROM(s) and RAM(s) or any proprietary part will be returned unexchanged.

b) A module missing required packing materials will be accepted and your account will be charged (see the PRODUCT NOTICES section for special packaging information).

c) A module containing extra parts (for example, SIMMs), manuals, and/or software will be returned unexchanged.

Any module that is returned unexchanged will be accompanied by a Problem Product Receipt Notice explaining the reason for the return.

3. Non-Repairable Modules

You may not return modules with any of the following to Apple Computer:

a) evidence of oil, soft drinks, coffee, or any foreign substance, etc.;

b) cracked, broken, or burned PC Boards;

c) blown ICs/components with damaged substrates;

d) lifted traces/pads due to unauthorized soldering or other modifications;

e) evidence of attempts to rework the Power Supply at the component level (except for switch replacement);

f) missing components and/or parts; for specific issues concerning ROMs, see the PRODUCT NOTICES tab.

g) disk drive head carriage wires exposed, nicked, or cut;

h) disk drive load pads containing any foreign substance.

When a defective module is non-repairable, discard the defective module and charge the customer for a service stock module. You will need to order another service stock module to replenish your service inventory.

Criteria For Repaired Exchange Modules

The following defines the cosmetic appearance of repaired exchange modules that Apple returns to you:

- Any portion of a module that is visible (on the exterior of a product) to the customer when installed may contain minor surface scratches and/or dents.

- Any portion of a module that is not visible to the customer when installed must meet the following stated criteria as a minimum.

1. Board Assemblies (PCB)

MISSING PADS – Missing pads are allowed as long as the following conditions exist:

a) No traces connect to the missing pad.

b) A good solder joint exists on any component, wire, etc. that connects to that location. The solder joint must be visible.

FLUX RESIDUE – Flux residue may exist.

SOLDER MASK COVERAGE – Missing solder mask on both the circuit and component side of the board is acceptable.

JUMPER WIRES – Rework jumper wires may appear on either side of the board.

GOLD PLATED CONTACT FINGERS – Gold plated contact fingers must be free of solder for a minimum of .200 inches from the leading edge of the bevel.

2. Keyboards

KEYCAP COLOR – All keycaps shall be of the same color, texture, and molding style.

KEYCAP SCRATCHES – All keycaps shall be free of scratches on the top surface. Minor scratches on the sides of the keycaps may exist.

3. Power Supplies

CASING SCRATCHES – Surface scratches are acceptable as long as the casing shape has not been deformed. A surface scratch is defined as any mark or impression to the casing surface.

CASING DENTS – Minor dents/bends in the casing up to one half (1/2) inch in diameter are acceptable provided they do not affect fit and function. The power switch and cord side shall be free of dents/bends. Any dents/bends in excess of one half (1/2) inch are not acceptable.

4. Disk Drives

FACE AND LOGO PLATES – The face and logo plates may contain minor surface scratches and/or dents.

THE APPLE LIMITED WARRANTY

Every product that is sold by Apple carries a Limited Warranty against defects in workmanship. This is a summary of the major statements and policies of Apple's limited warranties.

- **Warranties are honored** by any Authorized Apple Service Provider in the country of original purchase, regardless of where in that country the product was originally purchased. Self Servicing accounts may also perform warranty service.

- **When products are repaired under warranty,** parts and labor are free to the customer. This includes repairs made by Authorized Apple Service Providers, as well as those made by the Apple Central Product Repair Center. There are no additional charges to the customer, except for transportation charges. Service Providers will be reimbursed by Apple for warranty transactions, as explained in the FINANCIALS section of this manual.

- **Burden of proof** that the product is within the warranty period lies with the customer. It is your responsibility to validate that the product is within the warranty period by checking the customer's proof of purchase. Proof of purchase must include date of purchase and the product serial numbers.

- **Warranties are transferable** if an Apple product is resold after the original purchase. However, the current owner must always be able to show proof of the original purchase if warranty service is required.

Please encourage your customers to fill out, sign, and send their product registration cards in to Apple. It is one of the important ways we monitor the performance of Apple equipment and maintain our high quality and reliability standards.

Note: If customers ask to see a copy of the warranty on a product, federal law says **you must show it to them and provide a copy** if they want one. Copy the sample provided in this section.

Apple's Finished Goods Limited Warranty

Note that the copy of the Finished Goods warranty in this section is the most recent version (Apple's One-Year Limited Warranty). Older versions are packed with products manufactured before the current version. Therefore, you may see copies of warranty statements that don't look exactly like the example in this section.

- **Term** of the warranty is one (1) year from the date of original purchase for products purchased on or after January 1, 1990. Products purchased before this date are covered by a 90-day Limited Warranty.

- **Worldwide** warranty coverage is offered for all hardware products purchased in the United States. If one of these products fails while outside the U.S., the customer must pay for warranty repairs and seek reimbursement from Apple USA according to the Apple Global Warranty instructions provided in this section.

  If a customer comes to a Service Provider in the U.S. wanting repairs performed under warranty for a product purchased outside the U.S. or in a U.S. territory, the customer should check with the reseller from whom the product was originally purchased to find out what warranty protection that product is eligible for in the U.S. and how to obtain it. Most PowerBook products purchased outside the U.S. have a global warranty similar to the one offered for products sold in the U.S.

- **Service parts** used to make repairs to a product that is still under its Finished Goods warranty will be covered under the Finished Goods warranty or the Service parts warranty,, whichever is longer.

- **Upgrade kits** purchased from the Apple Finished Goods price list are covered by Apple's One-Year Limited Warranty. Once the parts in these kits are installed in a system, only these parts will be covered by the new warranty, not the entire system.

- **Modifications,** (other than those listed in this section as acceptable), and damage caused by misuse or accident will void the warranty unless it is clear that there is no relation between the modification and the product failure. An Exchange Module shipped to Apple will be returned to the dealer if it has been modified, altered, or made unfit for the "exchange pool."

- **Whole unit exchanges,** when provided to end customers by Apple for purposes of customer satisfaction, will be eligible for a full one-year warranty coverage. This coverage begins on the date the products are shipped from Apple. Customers receiving these products should keep sufficient documentation of this exchange transaction in case warranty repairs are required.

Apple's Service Parts Limited Warranty

- **Term** of the warranty is 90 days from the date the module is installed in the system. Both Service Stock and exchange parts are included in this coverage.

- **Service Stock Inoperable Upon First Use** claims for modules and replacement parts must be submitted to Apple on an Apple Authorized Transaction Form. Service Stock Inoperable Upon First Use claims for replacement parts do not require a returned part. Modules and replacement part claims will be reimbursed according to the Tiered Reimbursement program explained in the FINANCIALS section of this manual. "Other" parts that are Inoperable Upon First Use should be SRMA'd for a free replacement. Since it is not possible to test Service inventory when it is received, there is no time limit on claiming Service Stock Inoperable Upon First Use Service inventory.

- **Modifications**, (other than those listed in this section as acceptable), and damage caused by misuse or accident will void the warranty unless it is clear that there is no relation between the modification and the product failure. An Exchange Module shipped to Apple will be returned to the dealer if it has been modified, altered, or made unfit for the "exchange pool."

Apple's Limited Media Warranty

Note that the copy of the media warranty statement in this section is the most recent version (Limited Warranty on Media and Replacement). Older versions are packed with products manufactured before the current version. Therefore, you may see copies of warranty statements that don't look exactly like the example in this section.

- **Term** of the warranty is 90 days from the date of original purchase. However, Apple will replace the media for as long as the software product is included in Apple's Media Exchange Program.

- **Media** includes the manuals distributed with an Apple product or the disks on which a software product is distributed.

- **This warranty or replacement policy does not apply to application software.**

How Customers Can Use Apple's Global Warranty

The Apple Limited Warranty now includes global coverage for a period of one year. If a customer discovers a defect with an in-warranty Apple product while outside the United States, that product will be eligible for a warranty repair.

If equipment fails while under warranty, the customer can wait until returning to the United States to have it repaired. However, the repair must be done within the warranty period.

If the customer wishes to have an in-warranty Apple product repaired outside the United States, the customer needs to do the following:

- Locate an Authorized Apple Service Provider.
- Pay for the repair.
- Send the required documentation to Apple to obtain reimbursement.

For further information, please review the Limited Warranty. This procedure is on the back of the warranty card that is shipped with every product.

Acceptable Modifications

The following is the exclusive list of modifications which are considered acceptable and will not void the warranty:

1. Shift key modification for the Smart Term 80-column card
2. Installation of molex connectors for the Advanced Business Technology keypad
3. General Computer's HyperDrive 10 and HyperDrive 20 for Macintosh (Refer to "System Hardware Upgrades" in the PRODUCT SPECIFIC POLICY INFORMATION section for more information.)
4. Macintosh II and Macintosh SE Third Party Add-ons
5. Cutting of the bowtie at X6 on the Apple IIe Enhanced Logic Board
6. Apple's cut modification to the back of the Apple IIe Enhanced Logic Board near F3

Third-Party Products And Their Impact On Apple's Limited Warranty

Apple encourages and promotes the development of accessory products for Apple computers by companies outside of Apple (third-party companies). It is up to these third-party companies to supply appropriate documentation, warranty coverage, and support for their products.

End users must follow the same Apple installation guidelines whether Apple or third-party products are being installed. Only specific types of internal upgrades or enhancements can be installed by end users without voiding the warranty. All other upgrades must be installed by an Authorized Apple Service Provider to maintain warranty coverage. Details on this installation policy can be obtained from documentation shipped with Apple products or from an Authorized Apple Service Provider.

How to Determine if Third-Party Accessory Products Are Suitable to Install into Apple Products

End users should consult an Authorized Apple Service Provider for recommendations on which third-party products are appropriate for specific customers and applications. The packaging, advertising, or brochures produced by the third-party company should explicitly state that the product is compatible with the specific Apple computer or peripheral it is being installed in. If not, specific written assurance should be obtained from the third-party company concerning its product's compatibility with the customer's Apple product.

How the Installation of Third-Party Products Affects Apple's Limited Warranty

Apple's One-Year Limited Warranty only covers Apple products. Apple will not be responsible for damage to an Apple or third-party product if it is determined that either of the following caused the damage:

- The third-party product
- Improper installation of the Apple or third-party product

This document is a policy clarification of Apple's One-Year Limited Warranty. It does not affect the limitation of Apple's warranty obligations as described in the warranty statement. For further information on warranty coverage, please consult Apple's One-Year Limited Warranty document shipped with every Apple product. A copy of this warranty is included in this section of the manual and is also available through an Authorized Apple Service Provider.

Allowable End User Internal Upgrades for CPUs and Printers

The chart below specifies which internal upgrades (either Apple or third-party) an end user may install without voiding the Apple Finished Goods or Service Parts Limited Warranty. These upgrades must be done in accordance with the procedures that Apple provides in the documentation sent with every product. If an unauthorized upgrade is performed by an end user, the warranty for the entire product the upgrade is installed in is void. For CPUs, an internal upgrade is defined as "an expansion of system capabilities that requires opening the case of the CPU." For printers, an internal expansion is defined as "an expansion that requires opening the case of the printer, changing the controller board, or changing the controller board components."

CPUs	Allowable End User Internal Upgrade Installations
Apple IIe	Interface cards requiring no hardware modification to the CPU
Apple IIc Plus	None
Apple IIGS	Interface cards requiring no hardware modification to the CPU
Macintosh Plus	None
Macintosh SE	None
Macintosh Classic	None
Macintosh Classic II	None
Macintosh SE/30	None
Macintosh Portable	Memory cards, modem, processor direct cards, and ROM upgrades (using slot only)
Macintosh PowerBook 100	None
Macintosh PowerBook 140	None
Macintosh PowerBook 170	None
Macintosh LC	Ethernet card
Macintosh IIcx	NuBus cards
Macintosh IIsi	NuBus cards and adapter, processor direct cards and adapter
Macintosh IIci	NuBus cards and cache cards
Macintosh IIfx	NuBus cards and processor direct cards
Macintosh Quadra 700	NuBus cards and processor direct cards
Macintosh Quadra 900	NuBus cards and processor direct cards

NuBus cards are any cards that plug into the NuBus slots (most often video and data communication cards). All other internal upgrades not listed here (including RAM, ROM, and disk drive) will void the CPU's warranty if installed by an end user.

Printers	Allowable End User Internal Upgrades
StyleWriter	None
LaserWriter IISC	Controller board installation (to upgrade to IINT, IINTX, IIf or IIg)
LaserWriter IINT	Controller board installation (to upgrade to IINTX, IIf, or IIg)
LaserWriter IINTX	Controller board installation (to upgrade to IIf or IIg)
LaserWriter IIf	Controller board installation (to upgrade to IIg)
LaserWriter IIg	None
Personal LaserWriter LS	None
Personal LaserWriter SC	Controller board installation (to upgrade to IINT)
Personal LaserWriter NT	None
ImageWriter II	AppleTalk upgrade installation
ImageWriter LQ	None

All other internal upgrades not listed here (including RAM and ROM) will void the printer's warranty if installed by an end user.

Note: By performing the upgrade, an end user assumes all risk of damage to an Apple product resulting from improper installation. Apple recommends that an Authorized Apple Service Provider perform all internal upgrades.

This document is a policy clarification of Apple's One-Year Limited Warranty. It does not affect the limitation of Apple's warranty obligations as described in the warranty statement. For further information on warranty coverage, please consult Apple's One-Year Limited Warranty document shipped with every Apple product. A copy of this warranty is included in this section of the manual and is also available through an Authorized Apple Service Provider.

Apple's One-Year Limited Warranty

Apple's warranty obligations are limited to the terms set forth below:

Apple Computer, Inc. ("Apple") warrants this hardware product against defects in materials and workmanship for a period of ONE (1) YEAR from the date of original retail purchase.

If you discover a defect, Apple will, at its option, repair, replace, or refund the purchase price of this product at no charge to you, provided you return it during the warranty period, with transportation charges prepaid, to the authorized Apple dealer from whom you purchased it or to any other authorized Apple dealer within the country of original retail purchase. (You can obtain additional information by contacting Apple at the address printed on this certificate.) To each product returned for warranty service, please attach your name, address, telephone number, and a copy of the bill of sale bearing the appropriate Apple serial numbers as proof of date of original retail purchase.

If your product fails during the warranty period while you are out of the country of original retail purchase, you may have it repaired (no refunds or replacements are provided) at your expense by an authorized Apple dealer in the country in which the product failed. You may obtain a refund for the repair costs by submitting a claim to Apple USA (instructions are provided either on the back of this certificate or in the information included with the product).

This warranty applies only to hardware products manufactured by or for Apple that can be identified by the "Apple" trademark, trade name, or logo affixed to them. Apple software is warranted pursuant to a separate written statement packed with the software. Apple does not warrant any products that are not Apple products. This warranty does not apply if the product has been damaged by accident, abuse, misuse, or misapplication; if the product has been modified without the written permission of Apple; or if any Apple serial number has been removed or defaced.

THE WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHERS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED. APPLE SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. No Apple dealer, agent, or employee is authorized to make any modification, extension, or addition to this warranty.

APPLE IS NOT RESPONSIBLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOST PROFITS, DOWNTIME, GOODWILL, DAMAGE TO OR REPLACEMENT OF EQUIPMENT AND PROPERTY, AND ANY COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH APPLE PRODUCTS.

Some states do not allow the exclusion or limitation of incidental or consequential damages or exclusions of implied warranties, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

Apple Computer, Inc.
20525 Mariani Avenue
Cupertino, California 95014

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Limited Warranty on Media and Replacement

If you discover physical defects in the manuals distributed with an Apple product or in the media on which a software product is distributed, Apple will replace the media or manuals at no charge to you, provided you return the item to be replaced with proof of purchase to Apple or an authorized Apple dealer during the 90-day period after you purchased the software. In addition, Apple will replace damaged software media and manuals for as long as the software product is included in Apple's Media Exchange Program. While not an upgrade or update method, this program offers additional protection for up to two years or more from the date of your original purchase. See your authorized Apple dealer for program coverage and details. In some countries the replacement period may be different; check with your authorized Apple dealer.

ALL IMPLIED WARRANTIES ON THE MEDIA AND MANUALS, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO NINETY (90) DAYS FROM THE DATE OF THE ORIGINAL RETAIL PURCHASE OF THIS PRODUCT.

Even though Apple has tested the software and reviewed the documentation, **APPLE MAKES NO WARRANTY OR REPRESENTATION, EITHER EXPRESS OR IMPLIED, WITH RESPECT TO SOFTWARE, ITS QUALITY, PERFORMANCE, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE. AS A RESULT, THIS SOFTWARE IS SOLD "AS IS," AND YOU, THE PURCHASER, ARE ASSUMING THE ENTIRE RISK AS TO ITS QUALITY AND PERFORMANCE.**

IN NO EVENT WILL APPLE BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY DEFECT IN THE SOFTWARE OR ITS DOCUMENTATION, even if advised of the possibility of such damages. In particular, Apple shall have no liability for any programs or data stored in or used with Apple products, including the costs of recovering such programs or data.

THE WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHERS, ORAL OR WRITTEN, EXPRESSED OR IMPLIED. No Apple dealer, agent, or employee is authorized to make any modification, extension, or addition to this warranty.

Some states do not allow the exclusion or limitation of implied warranties or liability for incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

How to Use Apple's Global Warranty

The Apple Hardware Warranty now includes global coverage for a period of one year. This means that if you discover a defect with your in-warranty Apple® product while outside the United States, that product will be covered. Apple wants to ensure that you know how to take advantage of this warranty. Here's how it works.

If your equipment fails while under warranty, you can wait until you return to the United States to have it repaired. However, you cannot wait beyond the term of the warranty; the equipment must be repaired while the warranty is still in effect. When you return to the United States, simply take your Apple product to the dealer from whom you purchased it, or to any other authorized Apple service provider.

If you need to have your in-warranty Apple product repaired while you are outside the United States, you should do the following:

1. Locate an authorized Apple dealer or other authorized Apple service provider (the service provider must be Apple authorized in order for you to qualify for the warranty repair reimbursement). Apple dealers and service providers are usually listed in the telephone directory. If you don't speak the local language, looking for the Apple logo is a good start. Because of Apple's extensive worldwide service coverage—more than 80 countries are included—there are many authorized Apple service providers available to repair your equipment. Please be aware that service providers outside the United States may not carry repair parts for U.S. products. If the repair parts need to be specially ordered, the repair may take somewhat longer.

2. Pay for the repair in full at the time the defective product is repaired. It is recommended that you pay for the repair with a credit card. When you receive your credit card bill, it will reflect the exchange rate in effect at the time of payment. If you send us this bill, Apple will reimburse you at the documented exchange rate. Otherwise, Apple will reimburse you at the exchange rate in effect on the date your claim is processed.

3. Claim reimbursement from Apple USA. To obtain reimbursement (in U.S. dollars) for the complete cost of repairs performed outside the United States, send Apple the following information for each in-warranty product for which you have obtained service:

- Your name, address, and daytime telephone number
- A letter briefly describing the problem and the repair
- The original (foreign) repair bill
- A copy of the U.S. bill of sale bearing the appropriate Apple serial numbers, as proof of date of original retail purchase
- Proof of payment for the repair (credit card receipt or cash receipt)
- Credit card bill (optional)

Mail this information to:

Apple Computer, Inc.
20525 Mariani Avenue
Cupertino, CA 95014
Attn: Global Warranty Reimbursement

You must submit your claim within three months of the repair date. Please allow six to eight weeks for processing. The refund will be made in U.S. dollars only. If you have sent us your credit card bill (which documents the exchange rate in effect when you paid for the repair), this rate will be used when determining your reimbursement. Otherwise, Apple will use the exchange rate in force on the day the claim is processed.

If you plan to travel overseas, please remember to take this card with you. In case your Apple product does fail, you'll know exactly what to do. If you have questions about this global warranty reimbursement program, please contact your local authorized Apple reseller or Apple representative.

030-3926-A

Apple Registration Card

(please print)

Name of person(s) using computer(s) _____ Title _____
first *middle initial* *last*

Name of person purchasing computer _____ Title _____
(if different from above)

Company/Institution _____ Department _____

Street address _____
Check one: ☐ A. Home ☐ B. Business ☐ C. School

City _____ State _____ Zip code _____

Telephone (_____) _____
Check one: ☐ A. Home ☐ B. Business

Type of computer _____ Date of purchase ____/____/____
(full name; e.g., Apple® IIc Plus, Macintosh® SE, Macintosh IIcx) Mo. Day Year

Computer serial number _____
(see underside or back of main computer unit)

Authorized Apple dealership name _____ City _____ State _____

Customer signature _____

What is the primary business of your company?
- ☐ A. Communication services
- ☐ B. Telecommunications/Radio/TV
- ☐ C. Publishing/Printing/Graphics
- ☐ D. Computer services/Software
- ☐ E. Engineering/Architecture
- ☐ F. Research/Development
- ☐ G. Health care
- ☐ H. Financial services/Insurance
- ☐ I. Manufacturing
- ☐ J. Retail/Wholesale
- ☐ K. Consulting
- ☐ L. Legal
- ☐ M. Other _____

Please check the ways in which you'll be using your Apple computer:
- ☐ A. Personal productivity (anything from balancing your checkbook to writing a manuscript).
- ☐ B. Communicating (preparing text and/or graphics in any format for distribution to others).
- ☐ C. Information management (retrieving, manipulating, and redistributing information to and from sources beyond your desktop).
- ☐ D. Learning (teaching, learning, or referencing stored knowledge).
- ☐ E. Designing, modeling, and engineering (anything from airplanes to buildings).
- ☐ F. Programming (developing and maintaining computer programs).

Where will you be using your Apple computer?
- ☐ A. Business
- ☐ B. Home—Business
- ☐ C. Home—Personal
- ☐ D. Government
  - ☐ E. State or local ☐ F. Federal
- ☐ G. School
  - ☐ H. Elementary ☐ I. High school ☐ J. College/University
  - Are you:
  - ☐ K. A teacher ☐ L. An administrator ☐ M. A student
- ☐ N. Other _____

Which of the following is a part of your total computer system?
- ☐ A. ImageWriter® printer
- ☐ B. LaserWriter® printer
- ☐ C. Apple High-Resolution Monochrome Monitor
- ☐ D. AppleColor™ High-Resolution RGB Monitor
- ☐ E. Apple Macintosh Portrait Display
- ☐ F. Apple Two-Page Monochrome Monitor
- ☐ G. CD-ROM drive
- ☐ H. Additional hard disk drive
- ☐ I. Additional floppy disk drive
- ☐ J. Modem
- ☐ K. Scanner
- ☐ L. Local or wide area network
- ☐ M. File server
- ☐ N. Other _____

☐ A. We sometimes share our mailing list with companies that offer related services. If you do not wish to receive this information, please check this box.

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WARRANTY AND APPLECARE REPAIRS

This information describes Apple's procedures for reimbursement and for invoicing resellers for repairs on Apple Products under the Limited Warranty or Apple**Care** Service contracts.

Apple reimburses Authorized Service Centers for module exchanges, specified replacement parts, and specified adjustments only.

Qualification

It is the customer's responsibility to furnish proof that the product is within the Warranty or Apple**Care** period.

It is your responsibility to verify that the product is within the warranty or Apple**Care** period by checking and maintaining these records for proof-of-purchase and the product serial numbers. This proof-of-purchase documentation must be maintained for a minimum of five years.

Apple will honor Limited Warranty and Apple**Care** Service Claims involving:

1. Module Exchanges
2. Apple Authorized (SRMA) Whole Product Repair and Return
3. Replacement Parts
4. Specified Adjustments

Apple requires that an Apple Authorized Transaction Form be submitted for payment within 90 days of the date shown on the form. Claims submitted after 90 days may be processed as Out of Warranty, at Apple's discretion.

Out of Warranty Repairs

An "Out of Warranty" product is no longer covered by the Apple One-Year Limited Warranty or by an Apple**Care** Service contract.

Service Providers should handle repairs on Out of Warranty systems exactly like Warranty and Apple**Care** repairs except the customer pays for the repair instead of Apple.

If the customer's defective module has not been modified, you should treat it as an Exchange Module. The customer may be charged for parts and labor.

Repair and Return of Finished Goods Products

If you have Finished Goods products that you believe are Inoperable Upon First Use, follow these guidelines. For information on Service Stock Inoperable Upon First Use products refer to "Return Material Authorization" in the ORDERING section.

Overview
"Inoperable Product," "Inoperable," "Inoperable Upon First Use," or "IUFU," is a product that does not function upon first use and, as determined by Apple, requires replacement of existing parts.

"Operable Product," or "Operable," is a product that does not function upon first use but, as determined by Apple, can be repaired by adjustment of existing parts.

Procedures for Inoperable Upon First Use Returns:
Apple policy requires prior approval for any return. If you have an Inoperable Upon First Use return, contact Technical Operations at the Apple Assistance Center to determine whether the product is Inoperable. Explain the circumstances. If Technical Operations determines that the unit is Inoperable, they will authorize a Return Merchandise Authorization (RMA) number. Upon Technical Operation's approval, Customer Support will provide you with the RMA number.

If an Inoperable product has transferred ownership to an end user, the repair may be covered under Apple's standard Limited Warranty. In this situation, contact the Apple Technical Operations group.

Apple will not issue an RMA for discontinued products or for products purchased from Apple (based on Apple's invoice date) more than six months prior to the date a reseller requests one. Unauthorized returns will be refused by Apple and sent back to the reseller at the reseller's expense.

Invalid Claims

1. Warranty and Apple**Care** Service claims will <u>not</u> be honored if:

    a. A whole product is sent to Apple, without pre-authorization from Service Technical Support, when a module-level repair program exists for the product.

b. Adjustments are made to a product that is within specification, for the purposes of fine-tuning that product.

c. The One-Year Limited Warranty or Apple**Care** Service Agreement has expired. The customer must provide proof of purchase. The reseller must verify that the warranty or Apple**Care** Agreement has not expired and is not otherwise invalid.

d. The Exchange Module sent to Apple has unauthorized modifications; blown, cracked, or missing ICs; or improper packaging.

e. The customer has voided his warranty or Apple**Care** agreement (see "Guidelines to Warranty and Apple**Care** Exclusions").

2. Apple warranty claims for adjustments or repairs made during pre-sale checkout are valid only if:

a. The Apple Product is not functional.

b. The Apple Product is **not within published specifications.**

GUIDELINES TO WARRANTY AND APPLECARE EXCLUSIONS

The Apple Limited Warranty covers defects in material and workmanship in Apple hardware and software. Several situations may arise that are not covered by the Apple warranty. These are listed below.

Note: All situations that void the Apple Limited Warranty also void Apple**Care** coverage.

Warranty Expired

If an Apple product is out of the term of the Apple Limited Warranty, repairs are no longer covered or reimbursed under the standard warranty procedure. See "The Apple Limited Warranty" for detailed information on the limited warranty.

Pre-Sales Check Out

Sometimes resellers perform adjustments that are not covered by warranty. An example is adjusting the speed on an out-of-the-box disk drive. This situation is not covered or reimbursed under warranty if the disk speed is within the published specification range (even though it is not precisely at the optimal speed).

No Trouble Found

The customer claims there is a problem with the system, but it cannot be repeated.

The customer should configure his system and try to duplicate the failure at his Service Provider's Service Center. The system is defined as functional if it passes diagnostics and runs known, good software. If the programs run as they should, then the system is functional.

For suspected intermittent problems, run the appropriate diagnostic test overnight on the system. However, if you run the test overnight and still find no problem, then there can be no warranty claim for your time. You should decide in advance whether you will absorb this cost or charge customers. If you plan to charge customers, be sure they know about the potential charge **before you run the test**. Apple suggests that you make your customers aware of your No Trouble Found policy by referring to a sign, poster, or form that explains your policy before you begin the diagnostic procedures.

In general, **if no defect is found then there is no basis for a warranty claim**. However, if you feel that a warranty reimbursement is justified in a given situation, discuss it with your regional Technical Support Engineer or Customer Service Engineer.

Unauthorized Modifications

All unauthorized modifications will void the Apple Limited Warranty unless it is clear that there is no relation between the modification and the product failure. Any modification that permanently alters the basic module and makes it unfit for the module "exchange pool" will void the Apple warranty. For example, attempts to rework the power supply at the component level will void the warranty on an Apple product. For a list of acceptable modifications that will not void warranty, refer to the Apple Limited Warranty section.

Misuse And Abuse

The warranty does not apply if the Apple product has been damaged by accident, abuse, misuse, or misapplication. End users should treat their Apple computer products as semi-delicate pieces of instrumentation. Any extraordinary wear and tear, such as a foreign substance (glue, sodas, oil, etc.) in the subassembly will void the warranty.

Operator Errors

Examples of "operator errors" include loading programs from the wrong drive, loading a program too large for memory, running untested application software with "bugs," or not following directions in the appropriate manual.

This class of problem falls into the "user training" category and is not covered under warranty. At the time of purchase or installation you should show customers: 1) how to configure the systems, and 2) how to operate Apple systems with their particular application software. This should be part of the normal point-of-sale service you provide for your customers.

Blown Or Cracked ICs

If the ICs look physically burned (i.e. you can see the damage) the damage is the result of misuse of the product. Possible explanations are: 1) improper alignment of the pin connector on the disk interface cable, and 2) boards or cards that were connected or disconnected with the power on. **These situations are not covered under warranty**. The appropriate manuals and a warning sheet enclosed with each disk drive clearly state the precautions the customer should take when working with this equipment. And remember, if modules are sent to Apple with missing or inappropriate ICs, warranty claims will be voided and returned to the reseller.

Non-Apple Peripherals

Common customer errors such as improper connectors, loose peripheral connections, faulty TV sets, etc., are not covered under the Apple Limited Warranty. Non-compatible peripherals can also void the warranty. We recommend that you remove all non-Apple peripherals and proceed through the normal diagnostics. If there is no trouble found, follow the guidelines above.

Customer System Hardware Upgrades

All Apple and third-party system hardware upgrades (i.e. RAM, Internal Hard Drives, ROM, PMMU) must be performed by an Authorized Apple Service Technician. These installations require specific procedures in addition to following ESD precautions. Installation of these hardware upgrades by the customer will void the Limited Warranty, except when the customer is a participant in the System Expansion Program.

NuBus cards, which in most cases are user-installable, will not void the system warranty, provided the following criteria are met:

1. The card manufacturer does not require installation be performed by an authorized reseller of the manufacturer.

2. The NuBus card meets Apple specifications for NuBus architecture for the Macintosh II family.

3. The system configuration does not exceed Apple's specified total power consumption, as noted in the system owner's manual.

It Works In The Shop, But Not In The Office

This may be a repeat of the "no trouble found" situation where there is indeed a problem. Most often the problem is not within the Apple system, but is due to a "noisy" power line, improper grounding, or some other external electrical problem.

We recommend that the customer switch to a different circuit—one with fewer users. If this does not solve the problem, then metering the circuit—or in extreme cases using an isolator—will be necessary. Since the problem is external to the Apple system, it is not covered by the Apple Service program or any Apple warranties.

APPLE AUTHORIZED TRANSACTION FORMS

Introduction

An AppleOrder Traveler, Apple's SmartForm version of Generic Parts Exchange/Warranty Reimbursement Form, or a Service Repair Order (SRO) form must be used by Service Providers for all exchange transactions and warranty claims. These forms were developed to satisfy your and Apple's administrative requirements in all Apple repair situations. They provide you with a record of the service transaction and a bill for your service.

The 3 Apple Authorized Transaction Forms (AppleOrder Traveler, Apple's SmartForm version of Generic Parts Exchange/Warranty Reimbursement Form, and a SRO form):

- **Provide necessary repair information:** When Apple receives a module for repair, the information on the Apple Authorized Transaction Form is compared with the failure detected at the repair center. When the information on the form is detailed and accurate, it allows the failure to be verified quickly and the module to be thoroughly repaired. This is extremely important for modules from new products.

- **Offers a means of billing for repairs or parts:** For warranty or Apple**Care** repairs requiring parts, an Apple Authorized Transaction Form is submitted to Apple for payment. In out-of-warranty repairs, the customer is given a copy of the form as an invoice for payment. Whether the system is under warranty or not, the customer should receive a copy of the form as a record of the work performed.

- **Becomes the vehicle for Apple to reimburse Service Providers when individual system repairs are completed under warranty and AppleCare:** When making multiple repairs on one piece of equipment, use one form to record all exchange modules, replacement parts, and adjustments for that system. If more than one product must be repaired (for example, a Macintosh and an LaserWriter), two forms must be submitted to ensure you receive full reimbursement for each system.

AppleOrder Traveler

When you use the AppleOrder program for exchange transactions and warranty claims, an AppleOrder Traveler is used instead of an SRO Form. (Refer to the ORDERING section for a complete description of this program.) The AppleOrder Traveler is printed after completing the auto-prompted requirements. It provides a record of Service transactions, as well as a bill for your service. Print as many copies as needed. A sample AppleOrder Traveler is provided at the end of this section.

Creating An AppleOrder Service Repair Order

AppleOrder is Apple's preferred method for doing business with Apple. The AppleOrder system gives you the freedom to transmit your orders and order inquiries electronically to Apple using a Macintosh computer and a modem. Orders can be created for Finished Goods, Service Stocking, Service repair, and warranty claims. AppleOrder expedites your ordering process. You receive order confirmations, on-line pricing updates, and product information. Inquires can be made to your orders and you receive prompt notification of any shipments.

For more detailed information on how to complete the traveler, please refer to your *AppleOrder User's Guide.*

1. **Entered By:**

   - Identity yourself by typing your name or initials.

2. **P.O. Number:**

   - If the AppleOrder application has not entered a PO number, type one into the box, if you wish.
   - If you send a PowerBook to Apple's Central Product Repair Center, note your authorization number here.

3. **Bill To:**

   - Accept or change the name and address shown. Be sure to select your Apple customer number.

4. **Ship To:**

   - Accept or change the name and address shown.

5. **Add A Message:**

   - Select Mark Order For Review. The message window will open.

   - Type in your message; then click on OK. You may type up to 240 characters. This message will be reviewed by Customer Service Administration before processing.

6. **Service Repair Order Number:**

   Leave this box blank because Apple's system assigns a unique number to your order.

   - Type in the Service Repair Order number, if any.

7. **Customer Information:**

   - Enter the customer's name and complete address for non-warranty or non-Apple**Care** claims. This information is "required" for all warranty or Apple**Care** claims.

8. **Warranty Or AppleCare:**

   a. Click on Enter Part Warranty Information. The Service Repair Detail window will open.

   b. Select the type of claim that applies to the product requiring service. Refer to the FINANCIALS section for warranty details. AppleOrder will ask for more information depending on your selection.

   c. Enter the information about your particular warranty or Apple**Care** situation. Refer to the REPAIRING section for details on the information needed for the type of warranty you select.

   d. Enter the serial number of the product requiring service. In the case of a mouse, keyboard, or interface card, supply the serial number of the customer's CPU.

   e. Click on Select Part. A list of product categories appears.

   f. Select a product category, then select a product. A list of Service parts for that product will appear.

   g. Select each part you removed and each adjustment you performed. Click on Enter. When you have selected all relevant parts, click on Done.

   h. Modify the quantity, if necessary, and press Tab.

i. Describe briefly the symptoms your customer reported or you observed. A list of symptoms will appear. Select a module failure symptom code and a symptom modifier, if relevant. Enter the Repair Confirmation Code, if any, and click on Enter. You will return to the Service Repair Detail window.

j. In the description box, click on a blank line and enter any other text you need to help identify the order.

k. Close the Service Repair Detail window when finished.

9. **Out Basket:**

a. Choose Close from the File menu, or click the close box of the window. AppleOrder will ask if you want to save the order. If the order is unacceptable, you will receive a message explaining why. Click on OK and the dialog box will appear. Click on Cancel to return to the order and make any necessary changes.

b. If an exchange request was made, you will need to print an AppleOrder Traveler. This is a bar coded version of the Service Repair Order, that must be sent in the package with all exchange returns to Service Operations. When you click on Yes, Out Basket, you will be prompted, "Do you want to print the traveler?" If you choose Yes, the SRO number will not appear unless you entered one in the order. The Apple System assigns the SRO number when the order is accepted. Once your order has been accepted, you can select Print from the File Menu, click on your order and click on "Print Traveler Only," and your traveler will print with the SRO number assigned by Apple.

For more detailed information on how to complete an AppleOrder Traveler, refer to your *AppleOrder User's Guide.*

Apple Computer, Inc.

Traveler

Bill To:	AUTOMATIC COMPUTER SUPPLY 1287 EAST SIDE DRIVE
57076918	TROY MI 48084

Ship To:	AUTOMATIC COMPUTER SUPPLY 1287 EAST SIDE DRIVE
1	TROY MI 48084

Entered By: JJ
PO Number: 001
SRO Number:
Order Date: 08/14/90 05:28pm
Order Status: Out-Basket

Order Review Message:

Customer Information:

John C Jobling
Corbie Mining Company
Route 1 Box 61
7540 Old Mill Road

Northville MI 48083

☎ 3135551212 ☎ 3135541212

Warranty:

Apple Limited Product Warranty
Date Received: 05/13/90
Date Purchased: 02/27/90
Inoperable UFU: No

Product Requiring Service:
MACINTOSH IICI
Serial Number: F1234567

Line	Part Number	Description	Qty	Symptoms
1	661-0464	HDA,3 5 INTERNAL,40MB SCSI	1	

0000========

PO Number: 001

Page 1 of 1

Generic Parts Exchange/Warranty Reimbursement Form (ABCD Form)

Apple introduced the Apple generic warranty form so that Service Providers have the flexibility of using one form for all manufacturers. This form accommodates both industry format unification and the collection of required Service data.

Apple's SmartForm version of the ABCD form is almost identical to the ABCD form available from other manufacturers. This similarity can cause confusion on which form to use. To help identify Apple's SmartForm version, note the unique situations found only on Apple's form: the absence of a pre-printed bar code, a longer Special Instruction Code, and an additional MSC column.

Apple's SmartForm version, which is shown at the end of this section, *may be used* for other vendors' returns if it meets their requirements, but it *must be used* for all Apple returns.

Completing Apple's SmartForm Version of the Generic Parts Exchange/Warranty Reimbursement Form

1. **Vendor/RMA # Information**

    a. **Vendor:** Apply the Apple-provided bar-coded label over the vendor section. Do not cover the Dealer section.

    b. **RMA #:** Not required by Apple.

2. **Dealer Information**

    a. **Dealer Name:** Dealer name provided by bar code label.

    b. **Dealer Authorization/ID #:** Customer number provided by bar code label.

    c. **Telephone #:** Enter the area code and complete telephone number of the dealer.

    d. **Technician Name (Required):** Enter the first and last name of the authorized technician who performed the repair.

e. **Technician Authorization #:** Not required by Apple.

Note: A bar-coded copy of Apple's SmartForm version of the ABCD form must be submitted to Apple with the returned module(s).

3. **Product Information**

a. **Transaction Code**

- **Box 1** (Carry In/On-Site) distinguishes if the warranty-covered item was brought to the repair location or if a technician was needed on-site.

  C = Carry In
  O = On-Site

- **Box 2** (In-Warranty/Out-of-Warranty) differentiates if the part was covered by warranty at the time of service or if the warranty expired.

  1 = In-Warranty
  2 = Out-of-Warranty

- **Box 3** (Reimbursement/Non-Reimbursement) indicates if the service is reimbursable.

  R = Reimbursable
  N= Non-Reimbursable

- **Box 4** (Warranty Transaction Codes) identifies the type of warranty the part falls under through a two-digit code. Following are examples of warranty transaction codes. Please refer to the FINANCIALS section for a complete list. Apple's equivalent code is in parentheses. Codes 11 and 12 are Apple-specific.

  01 Customer Warranty (W-Apple Limited Product Warranty)
  03 Defective Parts Warranty (S-Service Stock Inoperable Upon First Use)
  05 Warranty Concession (WU-Repair Extension Authorization)
  06 Extended Vendor Warranty (A-AppleCare)
  11 Service Warranty Repair (WR-Repeat Repair Service)
  12 Inoperable Upon First Use (F-Customer Product Inoperable Upon First Use)

- **Box 5:** Not required by Apple.

b. **Model #:** Enter Apple's Finished Goods part number, which can be found on the equipment serial number label.

c. **Serial # (Required):** Enter the the complete serial number as it appears on the Apple product actually repaired. In the case of a keyboard, mouse, or interface card, record the serial with the customers CPU.

d. **Date Purchased (Required):** Enter the date the customer purchased the product requiring service.

e. **Date Failed:** Not required by Apple.

f. **Date Service Requested:** Enter the date the customer requested service.

g. **Date Serviced:** Not required by Apple.

h. **Special Instructions/Comments:** Enter the product requiring service, failure information, original SRO number, Apple**Care** Agreement number, warranty information, and the authorization number from Apple's toll-free repair hotline.

i. **Special Instruction Code:** Enter the repair extension authorization code, if applicable.

Note: Apple does not require that a proof of purchase accompany warranty requests, but a proof of purchase must be on file at the Service Provider location.

4. **Parentheses:** Not required by Apple.

5. **Diagnostic Information:** Not required by Apple.

6. **Parts Information**

a. **Vendor Part #:** Enter Apple's part number. Part numbers of modules, Replacement Parts, Other Parts, and adjustments can be found in the PRICES section.

b. **Qty:** Enter the quantity of the parts used to repair the equipment. Exchange modules must equal the quantity of modules returned.

c. **Description:** Enter a brief description of the part or adjustment.

d. **MSC:** Enter the Module Symptom Code (MSC) and modifier. MSC charts are available, at no cost to Authorized Apple Service Providers. Please refer to the TRAINING, MANUALS, AND BUSINESS SUPPORT PRICES for ordering information.

e. **Cost:** Not required by Apple.

f. **P.O. #:** Not required by Apple. This is for your convenience. Reference your internal P.O. or special reference number for your transaction.

Note: Apple requires that one form be completed per serialized system, not per part number.

7. **Labor & Other:** Not required by Apple.

8. **Customer Information (Required)**

   a. **Customer Name:** Enter the first and last name of the customer.

   b. **Address:** Enter the street or mailing address of the customer.

   c. **City/State/Zip:** Enter the city, state, and zip code of the customer.

   d. **Telephone:** Enter the area code and complete telephone number of the customer.

If you are completing the form electronically, an on-line support option is available within the SmartForm application.

Note: The tab key will enter the information in the field you are in and move you to the next maintainable field. The enter key will enter the information in the field, but you have to tab to the next field or point and click to a field you want to maintain. The return key will not enter the information or move you out of a field. The return key will only expand the size of the entry field during entry. When the form is printed, the font size will be reduced to fit the entire text in the original field.

Sample Generic Parts Exchange/Warranty Reimbursement Form

PARTS EXCHANGE/ WARRANTY REIMBURSEMENT

(AFFIX CUSTOMER INFO. LABEL IN VENDOR SECTION WHEN APPLICABLE)

VENDOR: RMA #:

DEALER

DEALER NAME: _____

DEALER AUTHORIZATION/ID #: _____ TELEPHONE : _____

TECHNICIAN NAME: _____

TECHNICIAN AUTHORIZATION #: _____

ORIGINAL AND/OR COPY OR PHOTOCOPY (PER VENDOR REQUIREMENT) OF THIS FORM MUST BE ATTACHED TO EACH RETURNED PART.

PRODUCT

TRANSACTION CODE: ☐-☐-☐-☐☐-☐

MODEL #: _____ SERIAL #: _____

DATE PURCHASED: _____ DATE FAILED: _____ DATE SERV. REQUESTED: _____ DATE SERVICED: _____

SPECIAL INSTRUCTIONS/COMMENTS: _____

SPECIAL INSTRUCTION CODE ☐☐☐☐☐☐☐

PROOF OF PURCHASE MUST ACCOMPANY WARRANTY REQUESTS. (PER VENDOR REQUIREMENTS)

(☐☐☐☐)

DIAGNOSTIC

FAILURE/ERROR: _____

CORRECTIVE ACTION: _____

REPAIR TIME (HOURS, TENTHS): _____

PLEASE PROVIDE SPECIFIC DESCRIPTIONS. USE ERROR/DIAGNOSTIC CODES WHEN APPLICABLE.

PARTS

	VENDOR PART #	QTY.	DESCRIPTION	MSC	COST	P.O. #
1						
2						
3						

IF REIMBURSEMENT IS PER PART, COMPLETE A SEPARATE FORM FOR EACH PART.

LABOR & OTHER

DESCRIPTION	AMOUNT

CUST INFO

CUST. NAME: _____

ADDRESS: _____

CITY/STATE/ZIP: _____ TELEPHONE: _____

VENDOR USE ONLY ☐☐☐☐

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SRO Form: General Information

The SRO form consists of the following four sheets with pre-printed information. All of the SRO information is used by Apple (except for those categories listed as optional).

- **Customer's copy** is on top. It is a record of repair estimates, parts usage, and repairs. In non-warranty situations, it also serves as the bill.

- **Apple's copies** are the next two sheets bound together at the bottom. Both copies must be submitted to Apple (with the defective module, when applicable) to claim parts and warranty reimbursement.

- **Dealer copy** is the last sheet, and it includes a detachable claim check and equipment tag.

Pre-printed Information

- **SRO Number**
  This pre-printed, alphanumeric identification assigns sequential numbers to the SRO forms. Use it whenever you reference an exchange transaction or a claim with Apple. It is shown on the SRO statement from Apple that lists SRO charges and credits.

- **Service Location**
  When you receive your supply of forms, information regarding your service location will be pre-printed in the upper left-hand corner of the form. **Please verify that this information is correct before using the forms.**

Completing The SRO Form

The following step-by-step instructions (1 - 10) correspond to numbered sections of the sample SRO shown near the end of the SRO section.

Customer Information on the SRO Form

The top portion of the SRO form must be completed with the required customer information when the equipment is brought in for service.

1. **Customer Information**
   Enter the customer's name; address including city, state, zip code; and telephone numbers.

2. **Apple Direct Air Shipping and Handling Waybill Number**
   Enter the waybill number of your Apple Direct Air Shipping and Handling shipping label.

3. **Purchase Order Number**
   This is for your convenience. Reference your internal P.O. or special reference number for the SRO transaction.

4. **Recording Customer Equipment**
   (Note: This section is untitled on the form.)
   This section serves two purposes: to indicate clearly the one piece of equipment repaired, and to record all the equipment brought in by the customer.

   a. **Date Received**: List the month, day, and year you received the equipment to be repaired.

   b. **Product Requiring Service:** Fill in the type of product repaired. You may use official Apple abbreviations, such as Mac SE and AIIc.

   c. **System Serial Number (Required):** Enter the complete serial number as it appears on the Apple product actually repaired. Examples of products are: CPU, monitor, disk drive, printer, input device, or data communication products. Exception: In the case of a keyboard, mouse, or interface card, record the serial number associated with the customer's CPU.

   d. **Model Number:** This is Apple's Finished Goods Product Number, which can be found on the equipment serial number label. (Note: The terms model number, family number, and type number are all interchangeable.)

   e. **Other Equipment:** List any other equipment left by the customer (for example - non Apple products, software).

5. **Warranty Information**
   Below is an overview of the information you need to provide in the Warranty Information section. After that, the step-by-step instructions continue.

   Required Information

   - **Exchange Transaction**
     If you do not provide the required information for an exchange transaction (Warranty or Out-of-Warranty), the reimbursement will be delayed or denied. Standard



required information for an exchange transaction is:

- Customer information
- The date the equipment was purchased
- Your Apple customer number
- Your return shipping address
- Quantity(ies)
- Apple part number(s)

- **Warranty Transaction**
  If you do not provide the required claim information for a warranty transaction, it will be processed as Out-of-Warranty. In addition, you must provide the standard required information for all claims (exchange module, replacement part and/or adjustment):

  - Customer information
  - The date the equipment was purchased
  - The date the equipment was received for service
  - The name of the product requiring service
  - The serial number of the equipment receiving service
  - The model number of the equipment receiving service
  - The appropriate warranty information (see below)

  Apple requests that this information also be provided for all Out-of-Warranty repair transactions.

  Check the warranty status of the product to be repaired. Check only one warranty type.

  If a system contains two or more bad modules, return all the modules to Apple using one SRO form on which you have selected **one warranty** type of coverage. If the system has multiple coverage, select the customer's coverage that appears first on the following list:

  - Limited Warranty
  - AppleCare
  - Repair Extension Authorization

  Example: A customer has a Macintosh IIcx with a) bad SIMMs that qualify for the Macintosh IIcx Repair Extension Program, and b) a bad power supply. The customer's system is still covered by Apple's Limited Warranty. When completing the SRO form, select the Apple Limited Product Warranty section as the exchange transaction for both problems.

a. **Out-of-Warranty - Purchase/Upgrade Date:** The repair is not covered by any warranty type.

Non-Acceptable Warranty or AppleCare Criteria: When established reimbursement claim criteria are not met, the SRO transaction will be processed as Out of Warranty. Some of the most common errors that cause a transaction to be processed as Out of Warranty are:

- Serial number not provided
- Purchase/Upgrade date not provided
- AppleCare Agreement number not provided
- AppleCare Agreement expired

To obtain reimbursement for claims processed as Out of Warranty because of missing or incorrect information, simply complete or correct the required information on the original SRO form and send a copy to your Customer Service Specialist.

All questions regarding invoices, payments, and parts received from Apple must be directed to your Apple Support Center within ninety (90) days from the receipt of the invoice, payments, or parts. Please refer to the invoice, shipping notice, or SRO number when writing or calling Apple.

b. **Apple Limited Product Warranty:** Use this category to record repairs of customer equipment and store demonstration equipment that are within Apple's Limited Product Warranty. Also report under this category Finished Goods inventoried equipment that fails to operate the first time it is powered up.

Apple's Limited Product Warranty on customer-owned equipment and store demonstration equipment is one year, while Reseller's Finished Goods inventoried equipment has a limited warranty of six months.

The additional required information for a Limited Product Warranty claim is the equipment's purchase/upgrade date and whether or not the equipment failed to operate the first time it was powered up (Inoperable Upon First Use: Yes or No).

You must keep a copy of the product's Proof of Purchase on file.

c. **Repair Extension Authorization:** Apple has authorized that some repairs be performed at no cost to the end user and that the Service Provider will be reimbursed accordingly. Specific information about each Repair Extension Authorization is located in the PRODUCT NOTICES section. The additional required information for any Repair Extension Authorization claim is:

- The Repair Extension Authorization Code
- Any requirement identified in the PRODUCT NOTICES section (e.g. specific repairs, upgrades and their criteria)

d. **AppleCare:** The customer must present the AppleCare agreement or certificate, which identifies the product needing repair as eligible for AppleCare coverage. List the following information from the AppleCare agreement on the SRO form, or the product will be processed as Out of Warranty:

- The AppleCare Agreement number
- The expiration date of the AppleCare

In addition, Apple requests that the equipment purchase or upgrade date be provided.

e. **Limited Repeat Service Warranty:** All Apple replacement parts and modules used in repairs performed by Authorized Apple Service Providers are covered by the 90-day Limited Service Warranty or the remainder of the Apple One-Year Limited Warranty, whichever is longer. The customer must provide the Service Provider with proof of the prior repair. The additional required information for a Limited Repeat Service warranty claim is:

- The original (prior) SRO number
- The date of the prior repair

f. **Service Stock Inoperable Upon First Use:** Any modules or replacement parts determined to be defective while an Authorized Service Provider is attempting to use them in a repair are covered under this warranty category. The additional required information for a Service Stock Inoperable Upon First Use warranty claim is:

- The Sales Order number that the module or replacement part was received on (see the packing slip permanently affixed to the box)
- The date of the shipment from Apple (see the packing slip permanently affixed to the box)

g. **Other:** Special circumstances may apply. Examples of a special circumstance are:

- Customer Satisfaction Authorization Code: In extraordinary circumstances, your Customer Service Manager (CSM), Customer Service Specialist, or Technical Support Engineer (TSE) may authorize you to perform a repair for a customer without charge.

- If you send a PowerBook to Apple's Central Product Repair Center, note your authorization number here.

For such special cases, include the authorization code issued by this Apple representative on the SRO form. List this code in the Repair Extension Authorization Code line in the Warranty Information section of the SRO form, or your claim will be processed as Out of Warranty

Servicing Information on the SRO Form
The bottom portion of the SRO form is completed by the person servicing the equipment.

6. **Trouble Reported/Comments:** Enter the customer's description of the problem. The following are examples of acceptable and unacceptable "Comments" information.

Acceptable	Unacceptable
Will not boot MacWrite II version 1.0 System 6.0.4 Finder 6.1.4	Won't boot.
'S', 'A', and 'C' keys will not display on screen when depressed.	Keys not working.
Ejects all diskettes during system reset, with an "X" through diskette appearing on Macintosh screen.	Ejects diskettes.

This section is also used to describe what was done to repair the equipment. Enter the following information:

- the complete title of the diagnostic used
- symptoms, as listed in the Technical Procedures "Troubleshooting" section
- what was done to repair the equipment. For example:

Acceptable	Unacceptable
Would not boot MacTest™ 7.0. Displayed "X" over diskette on screen. Replaced drive mechanism.	Defective drive. Sent drive to Apple for exchange.

Would not boot AppleWorks® 2.0. Drive failed radial alignment on Apple 5.25-inch drive diagnostic 1.0. Replaced drive mechanism.	Would not boot. Sent drive to Apple.

7. **Estimates** (Optional - For Customer Use): Enter the estimated time and cost for the repair.

8. **Repair Cost/Time:** (Note: This section is untitled on the form/traveler). There are four categories of parts:
   - Exchange Modules
   - Replacement Parts
   - Adjustments
   - Other Parts

   Always list parts in the order given above when completing this section with modules first, followed by replacement parts, then adjustments. **Other** parts may be listed for the customer's benefit, but no reimbursement will be paid by Apple for these parts without prior authorization from Apple. Please refer to "Other" in this section when special circumstances apply.

   a. **Qty:** Enter the quantity of the part used to repair the equipment. In the case of exchange modules, this quantity must equal the quantity of modules returned to Apple.

   b. **Part Number:** Enter Apple's part number in this space. Part numbers of modules, replacement parts, and adjustments can be found in the PRICES section. List the part number of the module you are returning to Apple for exchange.

      Exception: Based on the instructions you receive in a Service Notice or Product Notice, you may be required to record the number of the part you used to do the repair, not the part you are returning.

   c. **Description:** Enter a brief description of the part or the adjustment.

   d. **Repair Confirmation Code/Module Symptom Code:** Enter a Repair Confirmation Code (RCC) or a Module Symptom Code (MSC).

      Whenever an AppleCAT diagnostic is used, it provides you with an RCC that you must record on the SRO form in the space provided. Eventually RCCs may be up to 10 characters in length; however, at this time the codes are limited to eight characters.

Apple's preferred method of collecting failure information is through the use of AppleCat diagnostics. If an RCC is not available, you should provide an MSC. Please refer to the "You Oughta Know..." section of the Cross Family Peripheral Technical Procedures for the MSC list and instructions. MSC charts are available at no cost to Authorized Apple Service Providers. Refer to the TRAINING, MANUALS, AND BUSINESS SUPPORT PRICES for ordering information.

If multiple modules are reported on a single SRO form, you must list the corresponding RCCs or MSCs on the same line that you report the module part number and description.

Apple has a strong commitment to excellent product quality and when you include the RCCs or MSCs, Apple receives a wealth of information regarding the specific failure of the equipment. By collecting this failure information, Apple will be able to further improve the quality of existing and future products, service modules, and diagnostics.

e. **Amount** (For Service Provider use only): On the customer copy and Service Provider copy of the SRO form, you can enter pricing information. Enter your retail price of the part(s) used.

- **Total parts:** Add together the retail prices of the parts used. **Sales tax** may be entered, when applicable.
- **Labor costs:** Determine your cost of labor and enter it in the **Labor** section.
- **Travel costs:** Determine your cost of travel and enter it in the **Travel** section. **Sales tax** may be entered, when applicable.
- **Total:** Add together the parts, tax, and labor costs.

9. **Repair Completion Information**
(Note: This section is untitled on the SRO form).

a. **Repaired By and Date (Required):** Enter the name of the Service technician who repaired the product or who the Support Center can contact about any questions on the SRO form. Also enter the date that the repair was completed.

b. **Customer Signature:** Optional

c. **Equipment Pick Up Date:** Enter the date that the customer picked up the repaired equipment. The Equipment Pick Up Date becomes the start of the new warranty on the parts used in the repair.

   You can give the completed SRO form to the customer and keep a copy for your records.

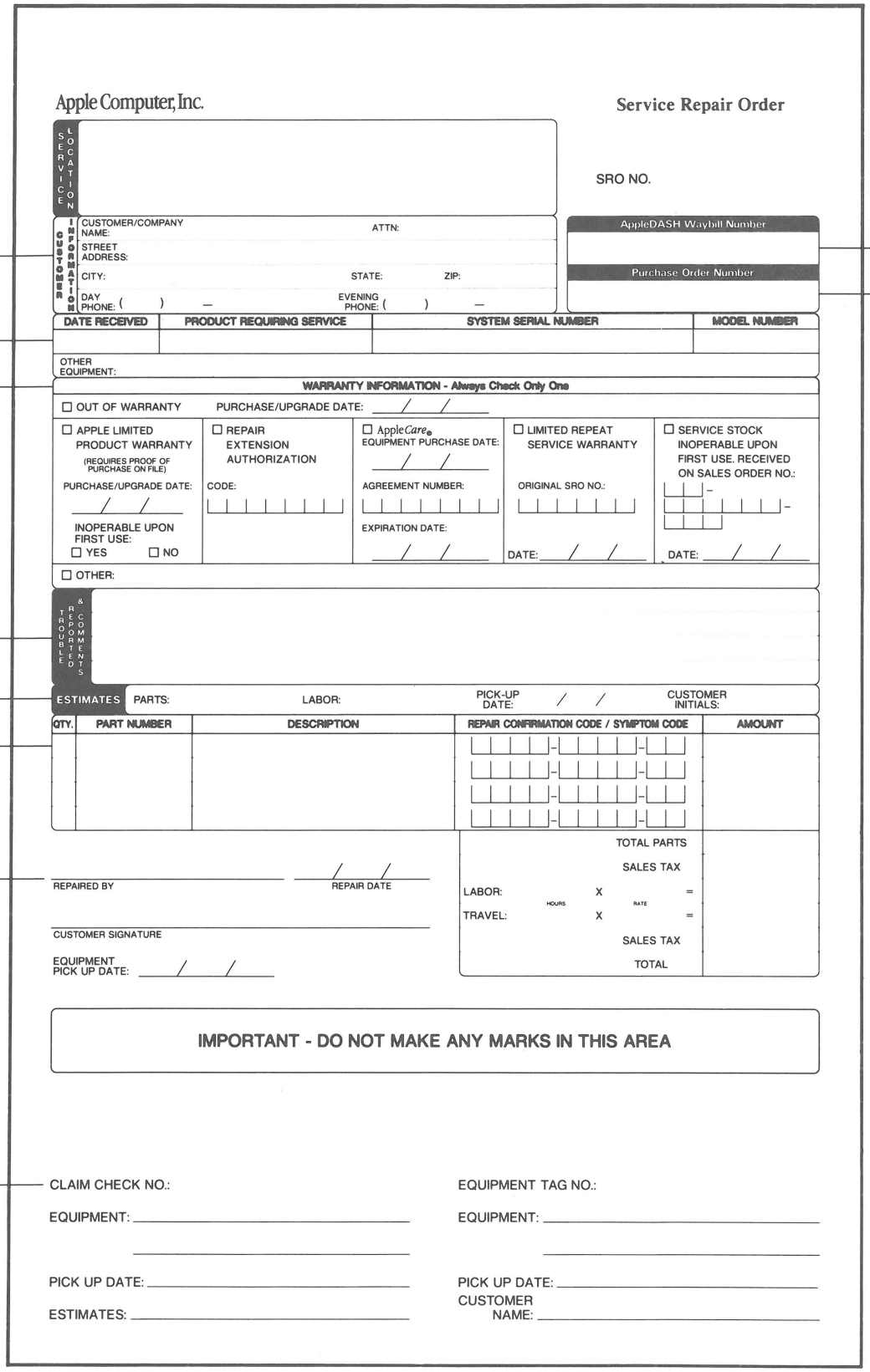
10. **Claim Check No./Equipment Tag No.**
    A Claim Check and Equipment Tag are provided for your and your customer's convenience.

Adjustments

Performance of specified adjustments must be documented on the SRO form to receive reimbursement. When performing specified adjustments, Service Providers will be reimbursed a flat amount **per product**.

Important: Warranty and AppleCare Reimbursement Fees are paid per serial numbered product, **not** per part or adjustment.

Sample SRO Form



Apple Computer, Inc.

Service Repair Order

SERVICE LOCATION

SRO NO.

REMITTANCE INFORMATION

CUSTOMER/COMPANY NAME: ATTN:

STREET ADDRESS:

CITY: STATE: ZIP:

DAY PHONE: ( ) – EVENING PHONE: ( ) –

AppleDASH Waybill Number

Purchase Order Number

DATE RECEIVED	PRODUCT REQUIRING SERVICE	SYSTEM SERIAL NUMBER	MODEL NUMBER

OTHER EQUIPMENT:

WARRANTY INFORMATION - Always Check Only One

☐ OUT OF WARRANTY PURCHASE/UPGRADE DATE: / /

☐ APPLE LIMITED PRODUCT WARRANTY (REQUIRES PROOF OF PURCHASE ON FILE) PURCHASE/UPGRADE DATE: / / INOPERABLE UPON FIRST USE: ☐ YES ☐ NO

☐ REPAIR EXTENSION AUTHORIZATION CODE:

☐ AppleCare® EQUIPMENT PURCHASE DATE: / / AGREEMENT NUMBER: EXPIRATION DATE: / /

☐ LIMITED REPEAT SERVICE WARRANTY ORIGINAL SRO NO.: DATE: / /

☐ SERVICE STOCK INOPERABLE UPON FIRST USE. RECEIVED ON SALES ORDER NO.: – – DATE: / /

☐ OTHER:

TROUBLE REPORTED & COMMENTS

ESTIMATES PARTS: LABOR: PICK-UP DATE: / / CUSTOMER INITIALS:

QTY.	PART NUMBER	DESCRIPTION	REPAIR CONFIRMATION CODE / SYMPTOM CODE	AMOUNT
			– –	
			– –	
			– –	
			– –	

TOTAL PARTS

SALES TAX

LABOR: HOURS X RATE =

TRAVEL: X =

SALES TAX

TOTAL

REPAIRED BY REPAIR DATE

CUSTOMER SIGNATURE

EQUIPMENT PICK UP DATE: / /

IMPORTANT - DO NOT MAKE ANY MARKS IN THIS AREA

CLAIM CHECK NO.:

EQUIPMENT:

PICK UP DATE:

ESTIMATES:

EQUIPMENT TAG NO.:

EQUIPMENT:

PICK UP DATE:

CUSTOMER NAME:

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩

Top Portion: Customer Information

Bottom Portion: Servicing Information

Service Repair Order Correction

Sometimes an Advance Order is placed with Service Administration, but later the SRO is mistakenly sent in with a different module than the one we advanced. Two things happen in this situation: 1) Apple's receiving personnel correct the Parts Usage section of the SRO. (These corrections are based on information provided in the *Module Identification* manual.) 2) On your monthly SRO statement, Apple charges you the stocking price for the part we advanced and the exchange price for the part we sent like for like.

Any credits you are eligible for will be reviewed by an Apple Service Administration Specialist; if approved, they will be applied to the part number of the module received and will appear on your monthly SRO statement.

SRO Forms Ordering

You can place orders for personalized SRO forms three ways: 1) access AppleLink (look in the Service Info library for "SRO Order form"); 2) use the return postcard included in your original shipment of forms; or 3) contact the forms vendor, Data Documents, at (415) 487-1600. There is a fee associated with ordering SRO forms.

Unpacking

Common practice is to leave Exchange Modules unopened in their original package until they are used. Carefully examine how the Apple product or Exchange Module is packed when you begin unpacking it. **Save the packing materials** (boxes, foam inserts, static-shielding bubble wrap, etc.) and the packing slip. Information from the packing slip that is permanently attached to the box is required for a warranty claim if the module or the Replacement Part was Inoperable Upon First Use.

Packing

Modules must be packaged in the same or exact duplicate packaging as received from Apple. If for some reason Apple packaging is unavailable, use material that is an exact duplicate of Apple's packaging, so that modules are adequately protected from shipping damage and electrostatic discharge (ESD). Under no circumstances should popcorn or flowable dunnage material be used as a substitute.

If the original Apple packaging is unavailable, please follow these guidelines:

1. Place the module in an static-shielding bag to prevent ESD damage.

2. Use a shipping box with dimensions that allow adequate padding all around the module. In some cases, extra boxes may be purchased from your Customer Service Center.

3. Use plenty of foam so that the module is adequately protected.

4. Each module must be packaged in a box of its own; however, small boxes may be combined in a larger box for easier shipment. EXAMPLE: A Disk Mechanical Assembly must be packaged separate from a Disk Analog Board, but the two small boxes may be shipped together in a larger box. In those cases where Apple has published a packaging assembly part number, that is the only acceptable packaging for that module (for example, HD 20SC/40SC/80SC).

5. If an Apple Authorized Transaction Form references more than one module, those individually packaged modules must be boxed together. In addition, the form must be enclosed in the master box on top of the module boxes.

An Apple Authorized Transaction Form must list the module(s) shipped to Apple and must be received with the module(s).

All hard disk drives must be shipped only in Apple packaging. *failure to do so* will result in a surcharge for each improperly packed hard disk module returned to your Customer Service Center. In these cases, the packing material you will need has been listed on the product's price page so that you may purchase it if the original material is unavailable.

See the PRODUCT NOTICES section for Specific Packaging Requirements.

There will be a surcharge for all improperly packed modules returned to the Customer Service Center.

Battery Returns

Lithium and lead acid batteries should be returned to Apple for proper disposal using the Apple Direct Air Shipping and Handling Program.

Lithium Batteries

Lithium batteries require disposal when "dead," but you cannot throw them away because lithium is water reactive, in addition to being potentially explosive. Lithium batteries must be disposed of as hazardous waste. Therefore, after removing a "dead" battery from a board, clip off the lead wires (necessary for soldered batteries) and place the battery into the zip-lock wrapper from which the replacement battery was taken. Mark the battery "dead" and return it to Apple, where it will be disposed of following EPA guidelines.

Lead Acid Batteries

The Macintosh Portable main battery is a sealed, lead acid battery that also contains toxic materials (lead and sulfuric acid). Send the Macintosh Portable main battery to Apple for proper disposal. Return those batteries that are not physically damaged in the same packaging that new batteries were received. If the lead batteries are damaged (for example, leaking), do not return them to Apple. Instead, dispose of them according to your local ordinances.

CRT Returns

Some "dead" CRT assemblies—specifically color CRT assemblies—cannot be thrown away with regular trash. Because of the lead content, they are considered hazardous waste. As with "dead" lithium or lead acid batteries, return "dead" Apple color CRT assemblies directly to Apple using the Apple Direct Air Shipping and Handling Program, and we will dispose of them. There are 2 things you should remember when returning "dead" color CRT assemblies:

- *Do not* devacuum them.
- Enclose them in the packaging they were originally shipped in. Note: If you no longer have the original packaging, for now do not return them to Apple; instead, dispose of CRT assemblies according to your local hazardous waste ordinances. In the near future, we will make this packaging available for order.

The only exception to this policy applies to broken CRTs. Broken CRTs (for example, monitors with cracked glass) ***must not be*** *returned to Apple.* Dispose of any broken color monitor CRT assembly according to your local hazardous waste ordinance. As a reminder, as long as a CRT assembly is not cracked or broken, there is no danger to the customer.

The following part numbers are affected by this policy:

Part Number	Description
076-8120	AppleColor 100, CRT/Yoke Assembly
076-0173	AppleColor Composite Monitor IIe & IIc, CRT Assy (Composite IIc-S)
076-0194	AppleColor Composite Monitor IIe & IIc, CRT Assy (Composite IIe-H)
076-0207	AppleColor RGB Monitor, CRT, AppleColor RGB
076-0245	AppleColor High-Res RGB Monitor, CRT Assembly
076-0384	Macintosh 12" RGB Monitor, CRT Assembly, Macintosh 12" RGB Display
076-0394	Macintosh 21" Color Display, CRT Assembly
076-0393	AppleColor High-Res RGB, CRT Assembly

This policy only applies to color CRT assemblies (whether in warranty or out of warranty); monochrome monitors may be disposed of as usual by devacuuming, packaging, and disposing of locally as indicated in the "You Oughta Know" section of the *Cross Family Peripheral Technical Procedures.*

We will alert you when new products requiring special disposal are introduced.

Apple Direct Air Shipping and Handling Program

Apple Direct Air Shipping and Handling Program can be used for **all** service exchange orders, including Out Of Warranty exchanges.

- Return packages by Airborne Overnight Express, using their pre-addressed labels. Write the Apple Authorized Transaction Form number in the billing reference box on the label. You must include the form with your return.

  Note: You can ship more than one package on the same airbill, but write only one Apple Authorized Transaction Form number in the reference box. In addition, label each package – for example, 1 of 3; 2 of 3; 3 of 3, and so on.

- Contact your local Airborne representative or national dispatch by 3:00 P.M. for pickup.

- You may use freight carriers other than Airborne; however, Apple will not accept collect freight shipments and will not reimburse you for the use of another carrier.

- Proper disposal of lithium and lead acid batteries is essential to protecting our environment. For this reason, "dead" lithium or lead acid batteries can be returned to Apple through the Apple Direct Air Shipping and Handling and Program. Exception: If the battery is physically damaged (for example, leaking), do not return it to Apple; dispose of the battery locally according to your local ordinances.

- If a Replacement Part or Other Part needs to be returned to Apple because it is required for reimbursement (for example, for a Repair Extension Authorization program), return it though Apple Direct Air Shipping and Handling. Refer to the PRODUCT NOTICES section of this manual for a description of programs that require return of these parts. However, if you are returning a part to Apple for any reason other than to satisfy a reimbursement requirement or a battery return, **do not** return it through Apple Direct Air Shipping and Handling. Instead, return the part, along with an Apple Authorized Transaction Form, directly to your Customer Service Administration group.

- Do not use the Apple Direct Air Shipping and Handling Program to return materials from the Finished Goods upgrade program or the Media Exchange program. It can be used for Service Return Materials Authorizations (SRMAs), but only with prior authorization from Apple.



- Order additional Airborne pre-addressed labels by calling one of the following numbers:

  1) If you are outside of California, call (800) 433-3697.
  2) If you are within California, call (800) 456-0975.
  3) Or, call your local Airborne Terminal Representative. However, this method will take longer, since the representatives will then place your order through one of the 800 numbers as well.

REPAIR PROGRAM FOR INTERNATIONAL PRODUCTS

Program Description

Apple has made available the modules and replacement parts necessary to repair selected Apple international products. Order these parts to provide timely service to your customers who own Apple products purchased outside the United States.

Apple introduced this program for current Apple products with a large international installed base. To find out which products are covered under this program, refer to the PRICES section. In addition, refer to the appropriate *Technical Procedures* manuals for information on how to repair and convert selected Apple products to work outside the United States.

Apple will introduce parts to support new products with a large international installed base as they are announced. Modules will be offered as exchange only and will not be available for stocking.

Warranty

Although Apple Service Providers can purchase foreign Service parts in the United States, products purchased outside the United States are not covered by the Apple USA Warranty. Apple will honor the one-year Limited Warranty on foreign language keyboards purchased in the United States with proof of purchase.

Macintosh PowerBooks are covered by a global warranty that allows most PowerBooks purchased outside the United States to be covered by the Apple One-Year Limited Warranty.

Export Considerations

Service Providers should make customers aware that their Apple products may require export licenses from the Department of Commerce before they can be shipped out of the United States, regardless of whether the product originated in the United States or overseas, and regardless of how many times the equipment has been exported previously. Please make your customers aware of this, and ask them to check with their local Department of Commerce if they have questions about exporting their equipment.

Please be aware that PowerBooks you have repaired may not be shipped across international borders.

SERVICE FOR NON-APPLE PRODUCTS

(USA Locations only)

The following is a list of manufacturers of products **distributed** by Apple but not serviced as standard Apple products. This information is provided to assist you in obtaining service for your customers.

Since warranty coverage varies depending on the vendor, consult the product's warranty card for specific details.

Always include a description of the problem and a copy of the purchase receipt when requesting service of any type. It is good practice to call the vendor's technical support number before shipping the product to a service center, since some problems can be resolved over the telephone.

If you have any questions concerning the service on any non-Apple products, contact your Regional Apple Support Center, Attn: Technical Support.

C&K Components Macintosh Quadra 900 Keys

Procedure for Lost Macintosh Quadra 900 Key

The following options are available to customers who lose both keys to their Macintosh Quadra 900.

1) Contact a locksmith to make a replacement key. Most locksmiths are able to create a new set of keys directly from the key switch.

2) Replace the entire key lock service part. Refer to the Macintosh Quadra 900 Technical Procedures for more information on removing the key lock. A replacement part can be ordered from Apple; refer to the PRICES section of this manual.

3) Contact C&K Components, Inc. to replace a customer's original keys. Because replacement keys are not available from Apple directly, they must be ordered from C&K Components. C&K Components will only accept calls from Authorized Apple Service Providers so be prepared to give them your 10-digit Apple account number for verification.

   To receive a replacement, please do the following:

   - Locate the 4-digit manufacturer's code on the key lock cable inside the Macintosh Quadra 900. (To locate the key lock cable, refer to the Take-Apart section in the Macintosh Quadra 900 Technical Procedures.)

- Contact C&K Components:
  - Toll-free telephone: (800) 334-7729
  - Phone: (919) 553-3131
  - Fax: (919) 553-4758

- Let C&K Components know that you are an Authorized Apple Service Provider requesting a lost key replacement.

- Give C&K Components the code from the key lock cable.

C&K Components will ship 2 (two) replacement keys to you within 1–2 working days after receipt of the order. You will be charged $5.00 (for two keys) plus mailing charges and be billed directly by C&K Components.

Emphasize to your customers **to safeguard their keys!** Advise them to duplicate their keys as soon as possible.

C&K Components will also supply blank key sets for customers who request them.

Amdek Color Monitors

If the Finished Goods product fails upon installation (DOA), the unit should be returned to your Apple Regional Support Center following normal RMA procedures, as explained in the ORDERING section.

The Amdek Color Monitor is covered by a two-year manufacturer's warranty. Return all warranty failures to Wyse Technology. Wyse will also provide non-warranty service. For further information, see the Warranty Registration Card and/or Warranty Service Information that accompanies all Amdek Color Monitors.

Call Wyse Technology Customer Service at (408) 922-4300 to receive an authorization number for a repair. Provide Customer Service with the:

1) module number
2) serial number
3) problem description
4) return address for the unit

Service Providers must provide proof of purchase or use the manufacturing date on the unit to prove the unit is within the 2-year warranty.

Bose Roommate Speakers

Bose Corporation is marketing two different sets of Bose Roommate speakers:

- A set with an Apple logo, which will be used as an Apple IIGS Dealer Demo unit. This set will not be for sale to the public.

- A set without the Apple logo. These speakers, imprinted with the word "Bose" next to a squared-off area with Apple colors, will be sold to the general public.

The Bose Speakers are covered by a one-year manufacturer warranty. Return all warranty failures to Bose or an Authorized Bose Repair Center. Bose also provides non-warranty service. For further information, refer to the Bose Warranty Registration Card and/or Warranty Service Information accompanying all Bose speakers.

Centronics Printer

For service, return prepaid to:

Centronics Data Computer Co.
1 Wall Street
Hudson, NH 03051

or, call the Centronics central dispatch number (800) 258-1952 between 8:00 AM and 8:00 P.M. EST. The following information is required:

A. Model of printer, e.g. 779, 373, etc.
B. Serial number
C. Date of purchase
D. If non-warranty, purchase order number

Hitachi Color Monitor

If an Hitachi Color Monitor fails upon installation (DOA), the unit should be RMA'd to your Support Center following normal RMA procedures.

The Hitachi Color Monitor is covered by a two-year manufacturer warranty on parts. Labor charges are covered for one year. You should direct customers with a defective Hitachi Color Monitor to call the 800 number printed on their warranty cards for information regarding the nearest Hitachi Service Center in their area, (800) 447-2882. For further information, see the Hitachi Warranty Registration Card and/or Warranty Service Information that accompanies all Hitachi Color Monitors.

Micro-Sci Drive

The customer or dealer may send defective drives to American Micro Repair for warranty and non-warranty service at the following address:

American Micro Repair
225 South State College Blvd.
Anaheim, CA 92806
(714) 491-3886

Mountain Computer

For service, return prepaid to:

Mountain Computer
300 El Pueblo
Scotts Valley, CA 95066

or, call (408) 438-6650, between 8:00 AM and 5:00 P.M., PST.

NEC Color Monitors

If a NEC Monitor fails upon installation (DOA), the unit should be returned to your Apple Support Center following normal Return Merchandise Authorization (RMA) procedures.

The NEC Color Monitor is covered by a two-year manufacturer warranty on parts. Labor charges are covered for one year. Customers with a defective NEC Monitor should be directed to call the 800 number printed on their warranty card for information regarding the nearest NEC Service Center in their area, (800) 323-1728. For further information, see the NEC Warranty Registration Card and/or Warranty Service Information that accompanies all NEC Monitors.

Qume Printers

Apple has arranged procedures with Qume to facilitate repairs of Qume Sprint 5/45 printers for Authorized Apple dealers. For service return prepaid to a Qume Authorized Service Center, or call the Qume Technical Hot-line (408) 942-4100, between 8:00 AM and 5:00 P.M., PST.

Before returning a Sprint 5 printer, a Material Return Authorization (MRA) must be issued by the Qume Service Center. MRA numbers are valid for 30 days after the date of issue. The serial number of the Sprint 5 must appear on the MRA documentation and separately on the shipping container.

Products are normally repaired and shipped back to you within 30 days of receipt. At customer request, special "expedited" service is also available for both warranty and out-of-warranty repairs. An additional fee of $50 per item is charged for expedited repairs. Expedited repairs are typically returned within 3 days of receipt at a Qume Service Center.

Qume repair and return procedures:

A. Contact a Qume Service Center to obtain a Material Return Authorization (MRA #).

B. Place the MRA # on the outside of the shipping container and on all accompanying documents (packing list, failure report, etc.).

C. Ship the product.

Qume Authorized Service Center location:

Qume West Coast Service:
2360 Qume Drive
San Jose, CA 95131-1893
(408) 942-4147

Qume Factory Warranty (USA Only):

The Qume factory warranty commences on the day the Sprint 5/45 is sold by the Authorized Apple dealer to the end user. The warranty period is 90 days. NO TE: Apple does not warrant or provide reimbursement for Qume products during the warranty period.

Qume requires that a copy of the bill of sale, including serial number, be on file prior to authorizing service under its 90 day warranty policy. To implement this procedure, we therefore ask you to:

A. Prepare a proper proof of purchase including the serial number, and send to:

   Apple Computer, Inc.
   D.S.S.G.
   Attn: Service Manager, Printer Products
   20525 Mariani Avenue
   Cupertino, CA 95014

B. Do this for all new Qume sales.

C. Return all warranty repairs to the Qume Authorized Service Depot rather than having the end user do so. Qume will not recognize the customer's name, but they will recognize yours from the bill of sale.

It will be Apple's responsibility to consolidate all your inputs and make sure that Qume is informed in a timely manner so that warranty claims can be honored.

Samsung Educational Color Monitor

Return Procedure

The following information provides you step-by-step instructions for returning a Samsung Educational Color Monitor (A2M2057) only to an authorized Samsung Service Center.

Step 1: To locate the authorized Samsung Service Center closest to you, dial (800) 524-1302, the nationwide number for service and warranty information. Please ask for Customer Service.

Step 2: Ask the Samsung representative to forward Repair Authorization (RA) papers to you. These papers will include a shipping label for the proper repair center.

Step 3: Forward the monitor along with the Repair Authorization papers to the address shown on the shipping label. Freight charges are the responsibility of the customer.

Note: This procedure applies to the Samsung Educational Color Monitor (A2M2057) only. However, customers with other Samsung monitor products can obtain repair information by calling (800) 524-1302.

Technical Support

Samsung Electronics of America will provide you with technical support. For more information, contact (800) 833-6616.

How To Become A Samsung Authorized Service Center

If you are interested in becoming an authorized Samsung Service Center, you may obtain an application by calling (800) 524-1302 and asking for Customer Service.

Sanyo Monitors

For service, return prepaid to:

Sanyo
1200 West Artesia
Compton, CA 90220
Attn: Service Repair Department

or call (213) 537-5830, between 8:00 AM and 5:00 P.M., PST, for the location of the nearest Sanyo Authorized Service Center.

SECTION 3: ORDERING

GUIDELINES TO FINDING AND ORDERING PARTS 3.1.1
- Authorization 3.1.1
- Finding Parts 3.1.1
- Ordering Parts 3.1.1
- AppleOrder 3.1.1
- Samples of the AppleOrder Process 3.1.3
- Pricing Policies 3.1.4
- Minimum Order 3.1.4
- Advanced Orders 3.1.4
- Discount on New Service Module Orders 3.1.4
- Shipping 3.1.4
- Expedited Orders 3.1.5
- Service Return Material Authorization (SRMA) 3.1.5

USE OF SERVICE PARTS 3.2.1
SAMPLE PARTS ORDER FORM 3.3.1
SERVICE STOCKING GUIDELINES 3.4.1

GUIDELINES TO FINDING AND ORDERING PARTS

Authorization

Apple's Customer Service Center is authorized to sell Service materials only to those organizations that have valid Authorized Reseller Agreements or Service Agreements with Apple and have been issued a Reseller account number.

Finding Parts

A complete listing of the modules, parts, spares kits, and Service training courses available from Apple is provided in the PRICES section of this manual. A complete listing of the modules, parts and spares kits is available on your AppleOrder Program.

If you are unable to locate a part in either the *Service Programs* manual or the Illustrated Parts pages of the *Technical Procedures,* please contact Technical Support.

Ordering Parts

Service materials may be ordered from your Customer Service Center by AppleLink, on the Parts Order Form, or by AppleOrder (the order will electronically transmit when you send it). Enter the part number, description, and price as they appear in the PRICES section of this manual. When using the Parts Order Form, send the top copy of the form to Apple and retain the second copy for your records. Please refer to "Warranty and AppleCare Repairs" in the REPAIRING section for guidelines on handling Finished Goods products that are Inoperable Upon First Use.

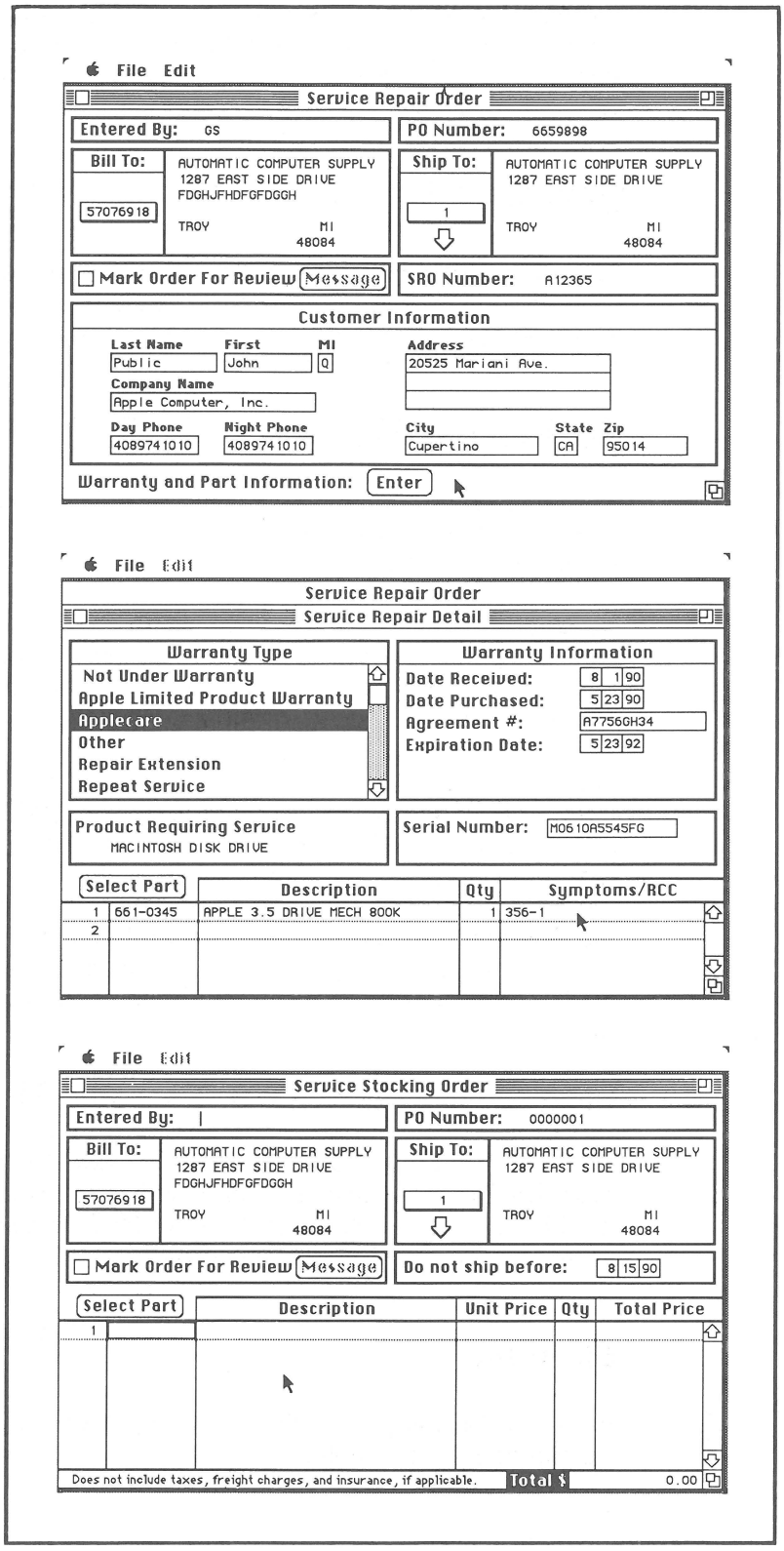
When unforecasted module shortages occur, fulfillment of exchange module orders receives priority over Service Stock and kit orders.

AppleOrder

AppleOrder is a Macintosh-based solution for Apple's Resellers, Service Providers, and Direct Accounts. AppleOrder automates the process of creating and submitting Finished Goods and Service orders (Service repair, Service Stocking, and warranty claims). This ordering process automatically updates product and pricing information, gives on-line order and warranty validation, and gives immediate order confirmation and estimated ship dates.

AppleOrder allows faster order turn around and quick and easy access to information on Apple products, order status, order history, and warranty claim approval.

For more information about AppleOrder, contact your Customer Service Specialist or refer to your *AppleOrder User's Guide*.


File Edit
Service Repair Order
Entered By: GS
PO Number: 6659898
Bill To:
AUTOMATIC COMPUTER SUPPLY
1287 EAST SIDE DRIVE
FDGHJFHDFGFDGGH
57076918
TROY MI
48084
Ship To:
AUTOMATIC COMPUTER SUPPLY
1287 EAST SIDE DRIVE
1
TROY MI
48084
Mark Order For Review
Message
SRO Number: A12365
Customer Information
Last Name
First
MI
Address
Public
John
Q
20525 Mariani Ave.
Company Name
Apple Computer, Inc.
Day Phone
Night Phone
City
State
Zip
4089741010
4089741010
Cupertino
CA
95014
Warranty and Part Information:
Enter
File Edit
Service Repair Order
Service Repair Detail
Warranty Type
Not Under Warranty
Apple Limited Product Warranty
Applecare
Other
Repair Extension
Repeat Service
Warranty Information
Date Received: 8 1 90
Date Purchased: 5 23 90
Agreement #: A7756GH34
Expiration Date: 5 23 92
Product Requiring Service
MACINTOSH DISK DRIVE
Serial Number: M0610A5545FG
Select Part
Description
Qty
Symptoms/RCC
1 661-0345 APPLE 3.5 DRIVE MECH 800K 1 356-1
2
File Edit
Service Stocking Order
Entered By:
PO Number: 0000001
Bill To:
AUTOMATIC COMPUTER SUPPLY
1287 EAST SIDE DRIVE
FDGHJFHDFGFDGGH
57076918
TROY MI
48084
Ship To:
AUTOMATIC COMPUTER SUPPLY
1287 EAST SIDE DRIVE
1
TROY MI
48084
Mark Order For Review
Message
Do not ship before: 8 15 90
Select Part
Description
Unit Price
Qty
Total Price
1
Does not include taxes, freight charges, and insurance, if applicable.
Total $
0.00

Pricing Policies

Service Provider prices are shown in the PRICES section. When using AppleOrder, prices will automatically be updated each time you connect. Authorized dealers, Servicing Accounts, and Resellers pay the dealer price for Service materials. All prices are subject to change without notice.

Minimum Order

There is a **$50 minimum billing** on each parts order. Be sure to get your money's worth -- don't place orders for less than $50. The $50 minimum billing applies to each order that can be shipped to a single destination.

Advanced Orders

Your Customer Service Center may be able to expedite a module to you in advance of the defective module being received by Apple.

Advanced Orders are sometimes used in exceptional situations. For example, a module you have previously purchased is needed to perform a repair; however, it has already been used and is in transit to Apple for exchange.

Telephone your Customer Service Center to request an Advanced Order or use AppleOrder. AppleOrder treats all orders as Advanced Orders. The defective module must be received by Apple within 30 days from the date Apple ships the Advanced Order, or you will be charged full stock value. If the defective module is received after 30 days, Apple will treat it as a separate exchange module transaction. You will not be credited the adjustment between the stock and exchange prices.

Discount On New Service Module Orders

You may be entitled to a discount on orders for new Service modules. Refer to "Discount on New Service Module Orders" in the FINANCIALS section for the new Module Discount Order Form and for additional information.

Shipping

Parts will be shipped to Resellers freight prepaid from Apple's Customer Service Center.

Expedited Orders

An expedited order will be accepted if a reasonable business need for an expedited shipment exists. The manner of accepting expedited orders will depend on the normal ordering requirements (AppleLink, phone, etc.).

Expedited orders are available for all in-warranty, AppleCare, and out-of-warranty transactions for any Service part or module. The charge for an expedited order is a $25.00 shipment fee and $20.00 per line item. Products included in subscription orders are not covered by this program. If the parts are unavailable, Apple will contact you and ship the parts through standard procedures.

Apple will provide emergency, same-day shipping service until 3:00 P.M. in the time zone of the Service Provider. Orders received before 3:00 P.M. will ship the same day and be delivered the next business day.

Service Return Material Authorization (SRMA)

Return of Apple Service parts is limited to unused items that were shipped in error. For information on returning Finished Goods items, refer to "Warranty and AppleCare Repairs" in the REPAIRING section of this manual. To return Service parts, you must receive Service Return Materials Authorization (SRMA) from your Service Administration Specialist. The acceptance of the returned parts will be contingent upon receipt of accompanying invoices, purchase orders, etc., substantiating that the original transaction was in error.

Apple reserves the right for final approval of all returns. The return may be subject to a restocking charge at Apple's discretion.

The returned product should be identified with the SRMA number on the outside of each package. Any products being returned without an approved SRMA number on the outside of the box will not be accepted. Unless otherwise agreed to by your Service Administration Specialist products returned on SRMAs must be received by Apple within 30 days of being issued or the authorization is void.

All questions regarding invoices, payments, or parts received from Apple must be directed to your Customer Service Representative within ninety (90) days from the receipt of the invoice, payment, or parts.

USE OF SERVICE PARTS

Apple Service modules and parts sold by Apple to Service Providers are only to be used to repair Apple products. Apple will investigate orders that appear to exceed quantities required to support these repairs.

Authorized Apple Service Providers will not sell Apple Service modules or parts to anyone intending to resell these parts. Customers may purchase Service parts, but should be cautioned that attempting a repair will void the Apple Limited Warranty. In addition, Service modules and parts should never be used to perform Finished Goods upgrades.

apple computer

APPLE AUTHORIZED SERVICE CENTER
PARTS ORDER FORM

Dealer Name _____
Dealer Account # _____
Requested By: _____
Bill to: _____
Address _____
_____
_____

Date ____ / ____ / _____
P.O. # _____
Phone # _____
Ship to: _____
_____
_____

Special Instructions: _____

Item #	Quantity	P/N	Description	Unit Price	Total Price
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					
19.					
20.					

Sub Total	$
Tax (if applicable)	$
Total Charges	$

Filled By: _____
(For Apple Use Only)

☐ Send More Forms

Apple Copy (White) Dealer Copy (Yellow)

Stocking Policy

Apple does not require Service Providers to stock specific part number requirements for Service spares. This policy allows Apple's Service Providers flexibility in making stocking decisions that better reflect their individual needs.

Service Providers who prefer additional guidance in determining their appropriate stocking levels can refer to the ABCD classifications located in the PRICES section of this manual.

ABCD classifications are only intended as suggested guidelines to assist Apple Service Providers in determining what stock to carry according to different levels of inventory readiness. The Service modules required for customer satisfaction are different for each Service organization because of differences in markets, Service Provider strategies, and individual Service module failure rates. Apple makes no representations about the accuracy of these designations and each Service Provider is entirely responsible for all inventory decisions made, regardless of whether the Service Provider has chosen to use these designations in making decisions.

Apple in no way relieves Service Providers of their responsibility to provide quality Service repair delivery. Apple continues to reserve the right to monitor customer satisfaction with repair quality and turnaround time. Failure to stock adequate levels of spare parts inventory will be grounds for corrective action and may lead to termination of the dealer sales agreement.

Stocking Guidelines

Apple's ABCD classifications are similar to those used in other industries. These classifications suggest which modules should be stocked to satisfy same-day repair.

Service Providers should stock:

- A parts to respond to 85% of all repairs
- A and B parts to respond to 90% of all repairs
- A, B, and C parts to respond to 95% of repairs
- A, B, C, and D parts to respond to the rest of the repair volume

Apple recommends that Service Providers carry adequate levels of A and B parts to meet customer satisfaction needs.

New Service Providers

Apple can provide suggested stocking levels for new Service Providers who have not acquired Service Stock use history. Contact your Customer Service Manager for more information on recommendations for new Service Providers.

SECTION 4: FINANCIALS

WHAT YOU SHOULD KNOW BEFORE ORDERING 4.1.1
- Price Protection for Service Materials 4.1.1
- Sample Apple Price Protection Form 4.1.2
- Billing Options 4.1.3
- Minimum Order 4.1.4
- Discount on New Service Module Orders 4.1.4
- Sample New Module Disount Order Form 4.1.5

OPTIONS FOR PAYMENT 4.2.1
- Charging Service Parts 4.2.1
- Service Parts Financing Program 4.2.1
- AppleFund 4.2.2

COMPENSATION AND REIMBURSEMENT FOR RESELLERS 4.3.1
- Compensation 4.3.1
- Reimbursement 4.3.2
- Exceptions to the Tiered Reimbursement Schedule 4.3.4

COMPENSATION AND REIMBURSEMENT FOR SELF SERVICING ACCOUNTS 4.4.1
- Compensation 4.4.1
- Reimbursement 4.4.2
- Exceptions to the Tiered Reimbursement Schedule 4.4.4

MISCELLANEOUS 4.5.1

Price Protection For Service Materials

In the event Apple decreases its prices to the dealer more than ten dollars ($10.00) for any Apple service materials, the following materials (as listed in the PRICES) will be covered by Apple's Price Protection Policy:

1. Modules Sold at Stock Price
2. Kits
3. Replacement Parts
4. Other Parts

Apple will grant a corresponding price reduction on all unsold units of the above materials which are in inventory at the time of the decrease and which have been shipped from Apple within 60 days before such decrease.

It is the dealer's responsibility to initiate Apple's Price Protection Form to receive credit.

The form should be completed and sent to your Financial Services contact at your Support Center for processing. It must be received by Apple within 60 days of the effective date of the price change. Price protection forms may be obtained from your sales representative. All applicable information must be entered on the form.

APPLE PRICE PROTECTION FORM

Apple Price Protection

DEALER NAME

DEALER NUMBER

STREET ADDRESS

TELEPHONE

CITY, STATE, ZIP CODE

FOR APPLE USE ONLY

ITEM NO	APPLE PART NUMBER	QTY	SERIAL NUMBER	APPLE INVOICE NO	DATE OF INVOICE	INVOICE PRICE	CURRENT PRICE	CREDIT DUE
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
22								
23								

DEALER SIGNATURE	DATE	CREDIT APPROVAL	DATE	TOTAL CREDIT DUE

Billing Options

You are given the flexibility to determine how your SRO transactions are grouped on your invoice and the frequency at which they are run.

Grouping Options Include:

- Customer Number - All transactions associated with a particular customer number that occurred within the same billing period are grouped together on an SRO invoice.
- Ship-To Number - All transactions associated with a particular ship-to number within a customer number that occurred within the same billing period are grouped together on an SRO invoice.
- Purchase Order Number - All transactions associated with your unique purchase order number that occurred within the same billing period are grouped together on an SRO invoice.
- SRO Number - All transactions associated with a particular SRO number that occurred within the same billing period are grouped together on an SRO invoice.

Frequency Options Include:

- Daily - All SRO transactions are invoiced each day.
- Weekly - All SRO transactions are invoiced each week.
- Monthly - All SRO transactions are invoiced each month.

Note: Unless you request otherwise, your billing option will include the ship-to number grouping option and the monthly frequency option.

Minimum Order

Refer to "Minimum Order" in the ORDERING section for more details.

Discount on New Service Module Orders

You may be entitled to a discount on orders for new Service modules. Apple recognizes that Service Stock represents a significant investment for Service Providers. Because customer satisfaction is our common goal, Apple wants to share the financial exposure for providing this customer support. To minimize your financial burden and to help you provide excellent customer satisfaction on repair turnaround, Apple will discount your initial spares purchase by 20%.

Place Service Stock orders by AppleLink, by mailing the New Module Discount Order Form to your Customer Service Center, or by AppleOrder. When placing your order for discounted new Service modules using AppleLink, indicate that this is your initial order and it should receive the 20% discount. When using AppleOrder, be sure to check the "Mark Order for Review" box and note in the comments dialogue box that this is your initial order and it should receive the 20% discount.

APPLE CUSTOMER SERVICE
NEW MODULE DISCOUNT ORDER FORM

TERMS AND CONDITIONS: Apple will discount your Service Stock purchase of the modules listed below by 20% if your order is received by X/X/X (limit one of each module per service location). All terms and conditions in your written agreement with Apple Computer, Inc. shall apply to this order. Any other terms shall have no force or effect.

BILL-TO INFORMATION

P.O. # _____

Apple Acct.# _____
or
Flooring Acct. # _____

Name

Street Address

City State Zip Code

SHIP-TO INFORMATION

Name

Street Address

City State Zip Code

Service Manager

Technician AppleLink Address

SPECIAL INSTRUCTIONS

Qty	Part #	Description	Svc Stock Unit Price	Discounted Unit Price	Unit Savings	√ To Order

Sub Total $	
Tax (If Applicable)	
Total $	

Requested by: _____

Signature: _____ Date: _____

Please make a copy of the completed form and retain it for your own records.

Compensation

Reseller compensation is the same for both AppleCare Service and the Limited Warranty.

Payment
Resellers will be paid a fixed fee to exchange modules and make authorized adjustments on each Apple Product under Warranty or AppleCare. The fee will correspond to one of three tiers, depending on the complexity of each repair. This Tiered Reimbursement payment compensates for the time spent on each product and covers diagnosis, module and replacement part exchanges, adjustments, and administrative time. Generally speaking, the Tiered classifications are defined as:

- Tier 1 - Quick external repairs that **do not** require take-apart. These repairs include the replacement of external parts or modules and whole product repairs. Resellers are paid $60 for Tier 1 repairs.

- Tier 2 - Repairs that **do** require take-apart. These repairs include CPUs and peripherals that require increased troubleshooting and take-apart to accomplish the repair. Resellers are paid $90 for Tier 2 repairs.

- Tier 3 - Repairs that involve difficult troubleshooting and take-apart, such as printer repairs. Resellers are paid $140 for Tier 3 repairs.

Note: Reimbursement is paid per repair and not per module. To review the reimbursement designations for each part or module, refer to the Reimbursement Code (RC) column of the PRICES section.

Macintosh PowerBook Reimbursement
Resellers are paid $45.00 for each in-warranty PowerBook sent to the Customer Product Repair Center. This reimbursement payment compensates for the time spent on the PowerBook, including diagnostic and administrative time.

Units that resellers choose not to repair and units that require factory repairs qualify for reimbursement. Please refer to the Macintosh PowerBook Prices for the adjustment part number for this reimbursement.



Exchange Modules
For warranty and AppleCare repairs performed by resellers, Apple charges the Exchange price and credits the Exchange price plus the Tiered Reimbursement associated with the repair. Apple pays the reimbursement associated with the defective module exchanged and reported on an Apple Authorized Transaction Form. In the case of multiple module repairs, Apple pays the reimbursement associated with the defective module exchanged that has the highest reimbursement associated with it.

Replacement Parts
Resellers will be paid stock price plus reimbursements for defective replacement parts when reported on an Apple Authorized Transaction Form. Note: Replacement parts do not have to be returned to Apple along with the Apple Authorized transaction Form, except in the following situations:

1) You are instructed to do so for a Repair Extension Authorization transaction listed in the PRODUCT NOTICES section.
2) You have a "dead" lithium battery. Return the battery according to the specific instructions provided in the *Technical Procedures* manuals.

Apple will not replace these parts. New spares must be ordered. Refer to the ORDERING section for more information.

Reimbursement

Specified Adjustments
Performance of specified adjustments must be documented on the Apple Authorized Transaction Form to receive reimbursement. When performing adjustments, Service Providers will be reimbursed a flat amount per product, as listed in the PRICES section under the appropriate equipment type.

Payment
The modules shipped under the exchange program will be listed on the SRO invoice **and** you will be charged the exchange price.

On each invoice, all applicable reimbursement credits will be balanced against the total charges on the invoice. When the reimbursement credit exceeds the total charges, payment will be made to your account. Depending upon your Apple accounts receivable standing, the payment will be a check payable to your Service Providing organization or a Credit Memo that you may apply to outstanding Apple invoices.

You will be reimbursed for all repairs covered under Apple's Limited Product Warranty and AppleCare claims. In addition, there are special categories Apple uses to help identify specific "reimbursable" repair situations and categories that are not "reimbursable." On your invoice these warranty categories are shown in the far right-hand column, above the price extension. All valid categories are:

BLANK:	Out of Warranty; not eligible for reimbursement
NA:	Not acceptable for reimbursement and the reason is listed
W:	Repair was received during Apple's Limited Product Warranty, which includes: the standard One Year Limited Product Warranty, Inoperable Upon First Use during the warranty period, Retail Store Demo Limited Product Warranty, and Inoperable Upon First Use equipment in a Retailer's inventory.
A:	AppleCare repair coverage
WU:	Repair Extension Authorization services, as outlined in the PRODUCT NOTICES section
WR:	Repeat repair service within 90 days of the original repair using the same part(s)
S:	Service Stock Inoperable Upon First Use: An inventoried Service exchange module or replacement part that is found to be inoperable upon attempting to use it in a repair
F:	Customer product Inoperable Upon First Use, Finished Goods Inoperable Upon First Use (180 days)

Your warranty credits are issued based on the frequency option you select. Once the module ships, you will be charged for the module; the warranty category will still be displayed, but credits will not be referenced again.

All questions regarding invoices, payments, or parts received from Apple must be directed to your Apple Support Center within ninety (90) days from the receipt of the invoice, payment, or parts. After 90 days, inquiries will not be honored by Apple.

Special Situations
You will be billed according to the following table:

System Coverage	Repair Charges
1. Warranty or AppleCare	No reimbursement from Apple; no charge for repair
2. Out of Warranty	Resellers are invoiced an amount equal to Apple's warranty reimbursement for the repair

When a whole product repair and return is necessary, obtain a SRMA (Service Return Merchandise Authorization) number from your Regional Support Center. Record the SRMA number on the shipping label of the box the product is being returned in. The Technical Support Engineer may request that you record the SRMA number on additional documentation, such as on an Apple Authorized transaction Form.

Exceptions To The Tiered Reimbursement Schedule For Repair Extensions

Repair Extension Program	Repair Extension Code	Reimbursements Parts	Special
Macintosh SE Fan Revision	OMV922	Yes	$50.00
Macintosh Plus, 512K, 512KE ROMs	OKJ767	Yes	$50.00
Video Graphics Controller & ROM Upgrade	OLR853	Yes	$25.00
3.5" Hard Disk 40SC	2E5791	Yes	$30.00
Apple Scanner Main Logic Board Customer Modification	5G974AC	No	$25.00
AppleFax Modem	8GC0001	Yes	$38.00
LocalTalk PC ROM Upgrade	8E769S	Yes	$40.00
DuoDisk Capacitor Fix	1CL545	No	$20.00
AppleCD SC Drive	2G07178	Yes	$50.00
Apple Desktop Bus Low Power Mouse	OP23456	Yes	$30.00
Macintosh Portable Power Adapter	OP30368	Yes	$30.00

COMPENSATION AND REIMBURSEMENT FOR SELF SERVICING ACCOUNTS

Compensation

Self Servicing compensation is the same for both AppleCare Service and the Limited Warranty.

Payment
Self Servicing accounts will be paid a fixed fee to exchange modules and make authorized adjustments on each Apple Product under Warranty or AppleCare. The fee will correspond to one of three tiers, depending on the complexity of each repair. This Tiered Reimbursement payment compensates for the time spent on each product and covers diagnosis, module and replacement part exchanges, adjustments, and administrative time. Generally speaking, the Tiered classifications are defined as:

- Tier 1 - Quick external repairs that **do not** require take-apart. These repairs include the replacement of external parts or modules and whole product repairs. Self Servicing accounts are paid $30 for Tier 1 repairs.

- Tier 2 - Repairs that **do** require take-apart. These repairs include CPUs and peripherals that require increased troubleshooting and take-apart to accomplish the repair. Self Servicing accounts are paid $45 for Tier 2 repairs.

- Tier 3 - Repairs that involve difficult troubleshooting and take-apart, such as printer repairs. Self Servicing accounts are paid $70 for Tier 3 repairs.

Note: Reimbursement is paid per repair and not per module. To review the reimbursement designations for each part or module, refer to the Reimbursement Code (RC) column of the PRICES section.

Macintosh PowerBook Reimbursement
Self Servicing accounts are paid $22.50 for each in-warranty PowerBook sent to the Customer Product Repair Center. This reimbursement payment compensates for the time spent on the PowerBook, including diagnostic and administrative time.

Units that Self Servicing accounts choose not to repair and units that require factory repairs qualify for reimbursement. Please refer to the Macintosh PowerBook Prices for the adjustment part number for this reimbursement.



Exchange Modules

For warranty and AppleCare repairs performed by Self Servicing accounts, Apple charges the Exchange price and credits the Exchange price plus the Tiered Reimbursement associated with the repair. Apple pays the reimbursement associated with the defective module exchanged and reported on an Apple Authorized Transaction Form. In the case of multiple module repairs, Apple pays the reimbursement associated with the defective module exchanged that has the highest reimbursement associated with it.

Replacement Parts

Self Servicing accounts will be paid stock price plus reimbursements for defective replacement parts when reported on an Apple Authorized Transaction Form. Note: Replacement parts do not have to be returned to Apple along with the SRO Form/AppleOrder Traveler except in the following situations:

1) You are instructed to do so for a Repair Extension Authorization transaction listed in the PRODUCT NOTICES section.
2) You have a "dead" lithium battery. Return the battery according to the specific instructions provided in the *Technical Procedures* manuals.

Apple will not replace these parts. New spares must be ordered. Refer to the ORDERING section for more information.

Reimbursement

Specified Adjustments

Performance of specified adjustments must be documented on the Apple Authorized Transaction Form to receive reimbursement. When performing adjustments, Service Providers will be reimbursed a flat amount per product, as listed in the PRICES section under the appropriate equipment type.

Payment

The modules shipped under the exchange program will be listed on the SRO invoice **and** you will be charged the exchange price.

On each invoice, all applicable reimbursement credits will be balanced against the total charges on the invoice. When the reimbursement credit exceeds the total charges, payment will be made to your account. Depending upon your Apple accounts receivable standing, the payment will be a check payable to your Service Providing organization or a Credit Memo that you may apply to outstanding Apple invoices.

You will be reimbursed for all repairs covered under Apple's Limited Product Warranty and AppleCare claims. In addition, there are special categories Apple uses to help identify specific "reimbursable" repair situations and categories that are not "reimbursable." On your invoice these warranty categories are shown in the far right-hand column, above the price extension. All valid categories are:

BLANK:	Out of Warranty; not eligible for reimbursement
NA:	Not acceptable for reimbursement and the reason is listed
W:	Repair was received during Apple's Limited Product Warranty, which includes: the standard One Year Limited Product Warranty, Inoperable Upon First Use during the warranty period, Retail Store Demo Limited Product Warranty, and Inoperable Upon First Use equipment in a Retailer's inventory.
A:	AppleCare repair coverage
WU:	Repair Extension Authorization services, as outlined in the PRODUCT NOTICES section
WR:	Repeat repair service within 90 days of the original repair using the same part(s)
S:	Service Stock Inoperable Upon First Use: An inventoried Service exchange module or replacement part that is found to be inoperable upon attempting to use it in a repair
F:	Customer product Inoperable Upon First Use, Finished Goods Inoperable Upon First Use (180 days)

Your warranty credits are issued based on the frequency option you select. Once the module ships, you will be charged for the module; the warranty category will still be displayed, but credits will not be referenced again.

All questions regarding invoices, payments, or parts received from Apple must be directed to your Apple Support Center within ninety (90) days from the receipt of the invoice, payment, or parts. After 90 days, inquiries will not be honored by Apple.

Special Situations
You will be billed according to the following table:

System Coverage	Repair Charges
1. Warranty or AppleCare	No reimbursement from Apple; no charge for repair
2. Out of Warranty	Self Servicing accounts are invoiced an amount equal to Apple's warranty reimbursement for the repair

When a whole product repair and return is necessary, obtain a SRMA (Service Return Merchandise Authorization) number from your Regional Support Center. Record the SRMA number on the shipping label of the box the product is being returned in. The Technical Support Engineer may request that you record the SRMA number on additional documentation, such as on an Apple Authorized transaction Form.

Exceptions To The Tiered Reimbursement Schedule For Repair Extensions

Repair Extension Program	Repair Extension Code	Reimbursements Parts	Special
Macintosh SE Fan Revision	OMV922	Yes	$0.00
Macintosh Plus, 512K, 512KE ROMs	OKJ767	Yes	$0.00
Video Graphics Controller & ROM Upgrade	OLR853	Yes	$25.00
3.5" Hard Disk 40SC	2E5791	Yes	$30.00
Apple Scanner Main Logic Board Customer Modification	5G974AC	No	$25.00
AppleFax Modem	8GC0001	Yes	$38.00
LocalTalk PC ROM Upgrade	8E769S	Yes	$40.00
DuoDisk Capacitor Fix	1CL545	No	$20.00
AppleCD SC Drive	2G07178	Yes	$50.00
Apple Desktop Bus Low Power Mouse	OP23456	Yes	$30.00
Macintosh Portable Power Adapter	OP30368	Yes	$30.00

MISCELLANEOUS

You can incur additional charges for misconfigured modules. (Refer to the PRODUCT NOTICES section.)

SECTION 5: SPECIALTY PROGRAMS

APPLECARE PRODUCTS 5.1.1
- Description 5.1.1
- Coverage 5.1.2
- Exclusions 5.1.4
- AppleCare Volume Discounts 5.1.5
- Reimbursement And Compensation 5.1.6
- AppleCare Identification Labels 5.1.6
- Reseller Benefits 5.1.7
- Customer Benefits 5.1.7
- Aids To Selling AppleCare 5.1.8
- How To Complete The AppleCare Order Form 5.1.9
- Sample AppleCare Form 5.1.13
- Securing Your Own Service Agreements With AppleCare 5.1.14
- AppleCare Terms and Conditions 5.1.17

APPLE MEDIA EXCHANGE PROGRAM 5.2.1
- Program Description 5.2.1
- Guidelines For Exchanging Damaged Or Defective Media 5.2.1
- Media Not Covered By The Program 5.2.2
- Claris-Supported Products 5.2.3
- America On-Line (Quantum) Supported Products 5.2.3
- List of Supported Media 5.2.3
- Apple Media Exchange List on AppleLink 5.2.4
- Apple Media Exchange Listing 5.2.5

APPLE MANUAL PURCHASE PROGRAM 5.3.1
- Program Description 5.3.1
- Guidelines For Purchasing Additional Manuals 5.3.1
- Manuals Not Covered By The Program 5.3.2
- Claris-Supported Products 5.3.2
- America On-Line (Quantum) Supported Products 5.3.3
- List of Supported Manuals 5.3.3
- Manual Purchase Program List on AppleLink 5.3.3
- Manual Purchase Program Listing 5.3.4

MISSING ITEMS CLAIM PROGRAM 5.4.1

OTHER SPECIALTY PROGRAMS 5.5.1
- VAR Servicing Seller Program 5.5.1
- Servicing Account Program 5.5.1
- Dealer-Sponsored Servicing Owner 5.5.2
- Systems Expansion Installation Program 5.5.4
- LaserWriter Refurbishment Program 5.5.5

APPLEFUND 5.6.1

Description

AppleCare is an extended maintenance agreement. It provides your customers with an excellent means to protect their Apple system and peripheral products at an annual cost that is less than the cost of a typical single repair. In addition, your customers will have peace of mind knowing they are covered from unexpected repair costs for up to 36 months.

AppleCare is best sold as a package with the Apple system and peripherals products. This is an integral part of selling the "Apple Solution." AppleCare has proved to be a highly profitable product for resellers due to its generous reseller margin, as well as continuous profit earned from repairs made on AppleCare-covered products. Additional revenue is derived because Apple sends your customers renewal letters, encouraging them to return to your business to renew their AppleCare coverage.

Only Authorized Apple Servicing Resellers and Apple Education Sales Consultants (AESCs) may sell AppleCare, but these sales are limited to the products they are authorized to service. In addition, VARs must be specifically approved to sell AppleCare (via an addendum to their reseller agreement) before doing so.

You may order AppleCare literature from the Apple Support Center. Listed below is the available material:

a. AppleCare Order Form - 25/pack - A7G0010/B
b. AppleCare Order Form Supplement - 20/pack - A2F0236/B
c. AppleCare Service Flyer (16 page brochure)- 50/pack - A2F0227/B
d. AppleCare Approval Stickers - 250/roll - C0008LL/B

After you sell an AppleCare agreement, mail the Apple copy of the order form within 10 days to **Customer Service, Attention: AppleCare.** (See the APPLE SUPPORT section in this manual for the address.) Apple will send a Confirmation Certificate to your customers to verify their AppleCare coverage. Included with the certificate are equipment identification labels to attach to AppleCare-covered equipment. (This certificate will be sent to resellers securing their own service agreements with AppleCare.) Prior to the expiration of the AppleCare coverage, Apple will send your customers notification of the service agreement status and will refer them back to your business for renewal of their agreement.

Coverage

AppleCare will only pay for remedial repairs, including parts and labor. There is a two-month minimum purchase requirement on all AppleCare service agreements. Service agreements may be purchased for up to 36 months. When AppleCare is purchased for a product, all parts of that product (including all Apple-labeled options) are covered.

AppleCare coverage specifics are as follows:

1. Products

- CPUs

  Keyboard/Mouse: When AppleCare is purchased for any Apple CPU, coverage will include any Apple keyboard, Apple mouse, and Apple trackball, regardless of which keyboard is purchased or used with the system.

  RAM: When AppleCare is purchased for any Apple CPU, coverage will include Apple RAM installed, regardless of the amount.

- Monitors

  Video Card: When AppleCare is purchased for a monitor, this contract also covers the the Apple video card supporting that specific monitor.

- Printers

  RAM: When AppleCare is purchased for any Apple printer, coverage will include Apple RAM installed, regardless of the amount.

- Data Communication and Expansion Cards

  Other than video cards that are covered with the monitor, all other expansion cards (including data communication and Apple II memory expansion cards) are **not** included in any AppleCare coverage purchased for other products. AppleCare must be purchased separately for these products. For part numbers and prices for the these cards, please see the PRICES section.

  When AppleCare is purchased for ethernet cards that require an ethernet transceiver (for example, the Apple Ethernet NB Card), the Apple transceiver will be included in the coverage purchased for the Apple Ethernet Card.

- Cables

  Interconnecting cables are covered by AppleCare, providing the hardware they are associated with is covered.

- Additional Internal Mass Storage Devices

  The addition of internal mass storage devices, other than those purchased as factory-installed, must have separate AppleCare coverage. They are **not** included in the system coverage **nor** in the upgraded system coverage.

2. Upgrades

Approved Apple upgrades are covered for no additional charge during the existing term, limited to the following conditions:

If a customer purchases AppleCare for an Apple system and upgrades the system during the term of the agreement, the upgraded system **is** covered under the customer's current agreement. There is no additional charge for this coverage, which will be in effect until the end of the term. When the current coverage expires, the customer must purchase AppleCare for the upgraded system.

Notify Customer Service (Attention: AppleCare) that the customer has upgraded the system. Send Customer Service a note indicating the upgrade type along with the AppleCare Customer Number, reseller's name and address, and the customer's name and address. This is very important because it will ensure that the customer will receive the proper renewal letter.

The installation of a hard disk drive is **not** considered an upgrade. AppleCare must be purchased separately for this product.

Following are approved Apple upgrades:

Macintosh:
Macintosh IIcx to a Macintosh IIci
Macintosh II or IIx to a Macintosh IIfx
Macintosh SE to a Macintosh SE/30
Macintosh 512K to a Macintosh Plus
Macintosh 128K to a Macintosh Plus
Macintosh 128K to a Macintosh 512K
Replacement of the factory-installed 800K disk drive with an Apple SuperDrive
Replacement of the factory-installed 400K disk drive with an 800K disk drive

Apple II:
Apple IIe to an Apple IIGS

Printers:
LaserWriter IISC to a LaserWriter IIf or IIg
LaserWriter IINT to a LaserWriter IIf or IIg
LaserWriter IINTX to a LaserWriter IIf or IIg
LaserWriter IIf to a LaserWriter IIg
Apple Personal LaserWriter SC to Apple Personal LaserWriter NT

All upgrades must use Apple products and be installed by an Authorized Apple Service Provider.

Installation of the following upgrades has **no** effect on AppleCare coverage:

Macintosh 1 MB Kit
Macintosh 2 MB Kit
Macintosh 4 MB Kit
Macintosh Plus Keyboard
Macintosh Extended Keyboard
68851 PMMU Upgrade
LaserWriter Plus Upgrade Kit
ImageWriter II LocalTalk Option
ImageWriter II Sheetfeeder
ImageWriter II 32K Memory Option

3. Geographic Coverage

AppleCare purchased in the United States will be honored by any Apple Authorized reseller in the United States that is authorized to service the product requiring repair. However, AppleCare purchased in the United States will not be honored outside the United States or in the U.S. territories (such as Puerto Rico, Guam, or the U.S. Virgin Islands).

Exclusions

Coverage does **not** include:

- Service of equipment not included in the AppleCare agreement
- Service of non-Apple equipment used in place of Apple equipment that is covered by AppleCare (for example, non-Apple keyboards, memory upgrades, or video cards)
- Repairs required for reasons other than defects in materials or workmanship. For example, preventative maintenance (including refurbishment), misuse, accidents, non-Apple modifications or upgrades. The Apple LaserWriter Refurbishment Kit would not be covered under AppleCare
- Corrective updates to Apple system software

- Inspection and testing by the reseller resulting in "no trouble found." You will not be reimbursed for "no trouble found" claims. **Whether or not you** elect to charge the customer for the service is up to you.

- Replacement or repair of consumable products such as LaserWriter toner cartridges, printer ribbons, tape cartridges, batteries, et cetera

- Maintenance of equipment that has had the serial numbers removed or defaced

For additional information on exclusions, see "Guidelines to Warranty and AppleCare Exclusions." See the back of the AppleCare agreement for terms and conditions as they apply to your customer.

AppleCare Volume Discounts

AppleCare Volume Discounts will enable you to satisfy your customers' demand for volume discounts, as well as making it easier for you to sell to AppleCare high-volume purchasers. The discounts are based on the quantity of *like* equipment covered (such as, the number of like AppleCare part numbers).

Quantity of Like Equipment Covered	Discount
<5	0%
5 - 9	5%
10 - 24	10%
25 - 49	15%
50 - 99	20%
100+	25%

Benefits For Your Customers
- Lower per-system cost
- Peace of mind
- Convenience
- Protection against rising and/or unexpected repair costs

Benefits For You
- Customer satisfaction
- Easier response to bid situations
- Increased sales

Just fill out the AppleCare Order Form as you usually do, calculating the price based on the discount table above.

Apple provides a template on AppleLink to help you calculate discounts.

Reimbursement And Compensation

You will be reimbursed by Apple for performing remedial repairs on Apple products covered by AppleCare. Apple reimburses Authorized Service Resellers for module exchanges, replacement part repairs, and specified adjustments only. Reimbursement rates vary according to repair and product type. See "Warranty and AppleCare Repairs," and the PRICES section to determine the reseller reimbursement for each product under AppleCare.

The burden-of-proof that the product is within the Apple One-Year Limited Warranty or AppleCare period lies with the customer. It is your responsibility to validate that the product is within the AppleCare term. To do so, check the associated product serial number(s) on the customer's order form or Confirmation Certificate.

To receive your reimbursement, submit an SRO claim just as you would for the original Limited Warranty. When filing a claim, be sure to use the correct AppleCare Customer Number or agreement number, **and** the correct product serial number. Your claim and subsequent reimbursement will be delayed if this required information is missing or incorrect.

AppleCare Identification Labels

AppleCare Identification Labels ensure that you have the correct information to process an AppleCare claim. These labels are designed to make AppleCare administration easier, especially when customers sell, move, or bring their equipment to a different dealer for servicing than the dealer where they originally purchased AppleCare.

These labels contain all the information needed to fill out an Apple Authorized Transaction Form to be reimbursed for AppleCare repairs: Product Description, Serial Number, AppleCare Agreement Number (highlighted by arrows), and Expiration Date. Having all the information on the equipment also makes it easier for you to complete the form. Also, the non-removable labels give you an extra level of confidence—you know the information is correct and that the AppleCare claim is fully reimbursable.

Labels are sent to all AppleCare customers along with their Confirmation Certificates. Customers should attach these labels to their AppleCare-covered equipment. When covered equipment is brought in for repair, all required AppleCare information is now readily available on this identification label.

In addition, you are assured of matching the Agreement Number with the correct piece of equipment. This is particularly useful for customers who have multiple systems covered by AppleCare and have problems keeping track of Confirmation Certificates and serial numbers.

Reseller Benefits

Generous profit margin is earned on each AppleCare sale. You will receive a margin of 50 percent on each AppleCare sale. This is a significant margin enhancer to existing sales.

Continuous profits are earned from repairs performed on AppleCare-covered hardware.

Customer demand for AppleCare is demonstrated by your customers' insistence and continual support of the AppleCare product line.

No inventory investment is required of resellers. You are invoiced only after selling AppleCare. The only materials you manage are the flyers and price cards that you distribute to your customers.

AppleCare is promoted through point-of-sale materials, AppleCare flyers, national promotions, corporate publications, and direct mailings to your customers.

Customer Benefits

The following benefits may be used as purchase incentives to convince a customer when selling AppleCare:

Elimination of unexpected repair expenses. AppleCare protects your customers against unexpected repair expenses. The coverage allows them to pay one up-front price for all remedial repairs on covered equipment. Customers achieve peace of mind and confidence knowing that both AppleCare and their resellers are backed by Apple.

Annual cost is less than a typical single repair. AppleCare is a competitive service program in the industry. Not only is AppleCare an excellent value when compared to the high potential cost of repairs, it also provides a hedge against the rising cost of repairs.

Volume discounts. Effective September 15, 1989, customers who purchase AppleCare on large numbers of **like** equipment (such as, same AppleCare part number) will receive discounts.

Unlimited number of repairs. Regardless of how often your customer's Apple fails under normal circumstances, it is still covered under AppleCare.

Nationwide coverage. Your customers are assured that their AppleCare coverage will be honored at all Apple Authorized Service Centers within the United States—added protection should they relocate.

Quality service. The Apple Authorized Reseller has qualified customer service specialists who are trained by Apple to provide the highest quality service.

Fast Service. Modular replacement repair results in faster troubleshooting and repair.

Aids To Selling AppleCare

Prompt sales people and customers to ask about AppleCare. Provide a section listing the AppleCare coverage options on your sales invoice or sales worksheet as a prompter for both sales persons and customers to ask about AppleCare. To reinforce the importance of AppleCare coverage, provide a place on the invoice for the customer to initial if declining the purchase of AppleCare. This concept is similar to a rental car agreement, where you initial that you decline to purchase additional insurance coverage. The statement might read, "My reseller has explained the benefits of AppleCare, however I choose not to purchase AppleCare at this time." You may order pre-printed rubber denial stamps from your Customer Support Account Manager or Service Business Executive.

Use the AppleCare-related materials. Use the AppleCare-related materials available: service flyers, ad slicks, and order forms. Place these materials in an area near the hardware to create customer curiosity regarding the AppleCare products.

Include AppleCare in system sales. Bundle AppleCare coverage with the sale of the Apple system and peripherals. This creates easier sales and an increased margin.

Substantiate your repair claims. Show customers old repair bills substantiating your claims that repairs can cost more than an AppleCare agreement.

AppleCare covers out-of-warranty equipment.
Tell current customers who have out-of-warranty systems that they can add AppleCare coverage to their system at any time. However, the equipment they desire AppleCare coverage for must be reseller-inspected prior to the purchase of the AppleCare service agreement.

How To Complete The AppleCare Order Form

Each Apple hardware component to be covered must be listed on the AppleCare Order Form. Each product has its own AppleCare product number. AppleCare product numbers and suggested retail prices are listed:

- On AppleLink in three locations. Use these paths to locate them:

  - Apple Sales & Marketing icon
    Price Lists bulletin board
    Suggested Retail Price List folder

  - Apple Support icon,
    Service & Support bulletin board
    Service Price Lists folder

  - Service Info library icon

- In the PRICES section of this manual

Reseller prices and product numbers may be found in the PRICES section of this manual and on AppleLink (following the path: the Apple Support icon, in the Service & Support bulletin board, in the Service Price Lists folder).

Once you have sold AppleCare and completed the AppleCare Order Form for your customer, **mail the Apple copy of the order form within 10 days** to Customer Service, Attention: AppleCare (see the APPLE SUPPORT section of this manual for the address). Apple will invoice you at that time and send the customer a Confirmation Certificate and identification labels.

Procedure for completing the AppleCare Order Form:

- Ask for your customer's AppleCare Customer Number. If the customer is purchasing AppleCare for the first time, the order form number will be the AppleCare Customer Number. You do not need to fill in the Customer Number for new customers.

  Tell your customer to refer to this AppleCare Customer Number when making changes and/or additions to a current and/or future AppleCare agreement.

- If you need to use an AppleCare Order Form Supplement to list more equipment for the same customer, please use the original (first) AppleCare Customer Number on all succeeding forms.

- Fill out Authorized Apple Reseller and Customer Information sections completely.

- Check all the conditions that apply to the sale of AppleCare. These check boxes are described below.

Purchase Order (P.O.) Number: Check this box and fill in the P.O. number printed on **your** invoice.

AppleCare Renewal: Check this box and fill in the AppleCare customer's original order form number for AppleCare Renewal. If the customer wants to renew all of the equipment on the existing service agreement, you need to complete only those sections necessary to calculate the price. If only selected equipment is renewed, list each piece on the order form and complete the rest of the form as you would for a new customer.

Change of Owner: Check this box if there is a new owner for the covered equipment, and fill in the original AppleCare Order Form Number. Complete the Customer Information section listing the new owner and complete the Equipment Coverage section listing only the equipment that is transferring to the new owner. The new AppleCare Order Form number now becomes the new customer's AppleCare Customer Number.

Change of Address: Check this box if there is a change of address; be sure to fill in the original AppleCare Customer Number. Complete the Customer Information section with the new address.

AppleCare-Secured Service Agreement: Check this box if you are using this AppleCare agreement to secure your own service agreement. The Confirmation Certificate and the Renewal Letters will be sent directly to you and will reference the customer listed in the Customer Information section. Complete details on securing your service agreements with AppleCare can be found in "Securing Your Own Service Agreements With AppleCare" in this section.

AppleCare Promotion: Check this box if this AppleCare agreement is being sold as part of an Apple-sponsored AppleCare promotion.

AppleCare start date, expiration date, and equipment purchase date: Determine all three dates. If AppleCare is purchased when the equipment is purchased, the AppleCare start date is the day after the expiration of the limited one-year warranty. To determine the AppleCare expiration date, add the number of months purchased to the start date. If AppleCare is purchased after the limited warranty has expired, a reseller inspection is required. Once a reseller inspection is completed, fill in the desired AppleCare start date.

Product Information:

- Provide a complete description for each product.
- Enter the complete AppleCare part number as it appears on the Apple product.
- Enter the Apple product serial number for each product.
- Enter the price of a single month's coverage for each product.
- To arrive at a total monthly price, add up the monthly prices for all covered equipment.
- List the number of months purchased. Be sure this number is filled in.
- Multiply the monthly price by the number of months purchased. The term must be at least 2 months, but not more than 36 months.
- If applicable, calculate the discount based on the number of items of the same AppleCare part number. (See "Volume Discounts" in this section for details.)
- If applicable, compute the sales tax. Please consult your tax advisor for the proper treatment of sales tax in your area.
- Add sales tax when you calculate the total.
- After you and your customer sign the order form, file the reseller copy in a safe place for future reference.
- Give your customer the top copy with instructions to retain it for presentation in the event of a service claim within the next six weeks (prior to the delivery of the AppleCare Confirmation material). Also, advise your customer to use the AppleCare Customer Number when referring to any AppleCare activity.
- Send the second copy—Apple's copy—within ten days, to Customer Service: Attn: AppleCare. (See the APPLE SUPPORT section of this manual for the address).
- If you need to list more equipment than will fit on one form, you may use either an additional order form or an **AppleCare Order Form Supplement**. If you use an additional order form, write the order form number from the first form on all subsequent forms. Do not use the order form numbers from the additional forms. The AppleCare Order Form Supplement provides additional

space for listing equipment. Use as many forms as needed to list all of your customer's equipment. When using this list, complete it as you would a regular AppleCare Order Form, filling in the order form number from page 1 and bringing the total to the first page prior to calculating the grand total.

SAMPLE APPLECARE FORM

AppleCare Customer No: _____
Agreement No:

Apple Owner

This copy of the AppleCare order form serves as your temporary confirmation of AppleCare coverage. You should receive your AppleCare Confirmation Certificate from Apple Computer, Inc. within six weeks. If you do not, please call (408) 974-2222. Should you have a service claim before you receive your certificate, this document will serve as your proof of coverage.

Apple Reseller

Please complete this order form for your customer. This Agreement must have only one term of coverage for all listed products and must not exceed 36 months. Return the Apple copy within 10 days to your Apple Regional Support Center, Attention: AppleCare.

Authorized Apple Reseller Information

Name: _____ Dealer No: _____
Address: _____ Phone: ( ) _____
City: _____ State: _____ Zip: _____

Check all that apply. See instructions (B) for filling in numbers.

☐ New Customer
☐ AppleCare Renewal _____
☐ Change of Address _____
☐ AppleCare Secured Contract
☐ AppleCare Promotion
☐ Change of Owner _____
☐ Purchase Order No. _____

Customer Information

Name/Company: _____
Attention: _____
Address: _____ Phone: _____
City: _____ State: _____ Zip: _____

AppleCare Start Date: _____ AppleCare Expiration Date: _____ Equipment Purchase Date: _____

Equipment covered by AppleCare

Product Description	AppleCare Part No.	Product Serial Number	Monthly Cost
		Monthly Total	
		Number of Months	x
		Subtotal	
		Discount (if applicable)	
		Subtotal	
		Sales Tax (if applicable)	
		Total	

Apple Owner

The terms and conditions of this contract are stated on the reverse side. By signing this contract, you acknowledge that you have read and understand it and agree to be bound by its terms and conditions. Further, you agree that it is the complete statement of the contract between you and Apple, and that it supersedes all others, oral or written, relating to the subject matter of this order form.

Customer Signature: _____ Date: _____
Reseller Signature: _____ Date: _____

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RESELLER COPY

Page ____ of ____

Service Plan Order Form

AppleCare

Securing Your Own Service Agreements With AppleCare

What do "business" customers mean to your store's service business? They mean revenue opportunities for carry-in and on-site service agreements—if you set up your service agreements to minimize the financial risks involved.

Because Apple products are becoming more sophisticated, on-site service agreements in general will be taking on more importance with your customers. Additionally, many of your business customers will be large companies that are used to buying service agreements, both carry-in and on-site. These customers expect a complete solution from you.

Selling service agreements to your business customers can be a tremendous revenue opportunity for you. It also contains some risks due to the need to protect systems totaling many thousands of dollars. To decrease these risks, you may want to consider using AppleCare as the foundation of all your service agreements. If you use AppleCare, you'll want to add the costs associated with on-site service to your own service agreement prices.

Securing (transferring the costs associated with writing your own service agreements to AppleCare) your service agreements with AppleCare has many advantages over carrying your own service agreements. Risk, or lack of risk with AppleCare, is the primary reason for securing your service agreements. Your customers receive the features they need without exposing you to the tremendous risk and costs associated with service agreements.

More specifically:

- Apple covers the cost of all remedial repairs during the term of the AppleCare service agreement, so you're protected no matter how many repairs are needed or how much prices on parts increase.

- Your store makes an immediate 50 percent margin (increased cash flow) on the sales of the AppleCare service agreement alone, not including the added on-site charges and incremental revenue from repairs (parts margin, labor reimbursement).

- You assume only minimal risk by purchasing AppleCare for your service agreement.

- With AppleCare you achieve a competitive and financial advantage over your competitors that either do not offer on-site servicing, or do not use AppleCare as the basis of their own service agreements.

All of the suggestions outlined below may be applied to secure your carry-in service agreements. Securing your service agreements with AppleCare provides you and your customer with the same benefits as AppleCare alone. The bulk of the costs and risks are transferred to Apple.

Is Securing Your Service Agreements With AppleCare Profitable, And What Are The Risks?

Consider this example:

Each year you **perform service** on 48 Macintosh Plus systems. Each of these systems is covered by your service agreement, but only half (24) are secured with AppleCare. Assume that you charge the customer $162 per year for your service agreement, and the following:

Your average reimbursement	= $90 (with AppleCare)
average parts cost	= $133
average labor cost	= $50
travel cost	= $25

What do these repairs cost and what elements are profitable?

Profit from Repairs without AppleCare		Profit from Repairs with AppleCare	
- cost of parts	$ 133	+ reimburse. credit	$ 90
- cost of labor	$ 50	- cost of travel	$ 25
- cost of travel	$ 25		
x 24 repairs		x 24 repairs	
loss from repairs	$4,992	**profit** from repairs	$1,560
Service agreement revenue	$3,888	Service agreement revenue	$1,944
Loss w/o AppleCare	**<$1104>**	Profit w/ AppleCare	**$3,504**

Risk (and the associated cost), as you can see, continues to grow with each repair performed without AppleCare. Therefore, you can substantially reduce your risk and continue to be profitable by securing your service agreements with AppleCare.

Adapting AppleCare To Your Own Service Agreements

To decrease the financial risks while providing service agreements, Apple recommends you use AppleCare as the foundation of your service agreement, adding the incremental costs associated with on-site service to the AppleCare suggested retail prices.

If you are using AppleCare to secure service agreements, you need to consider the wording of the service agreement. Your legal counsel can help you draw up an acceptable service agreement. Don't forget to add the elements of additional labor or transportation into the wording and the service agreement.

After the above considerations are taken care of, follow the five steps below to adapt AppleCare to your service agreement program.

1. Define the service agreement options. Is it on-site or carry-in? What is the travel radius, response time, etc?

2. Complete your extended service agreement (carry-in or on-site) for your customer.

3. Complete the AppleCare Order Form as outlined in "How To Complete The AppleCare Order Form." Be sure to check the box "AppleCare-Secured Contract." Fill in the name and address of your company in the "Customer Information" section. It may be helpful to list the name of your end-user in the "Attention:" line as a way to cross reference your secured agreements.

4. Sign your name in the Customer and Reseller Signature areas of the order form and fill in the date. Return the Apple copy of the order form, within 10 days, to Apple Customer Service, Attn: AppleCare. (See the APPLE SUPPORT section of this manual for the address)

5. When you secure your service agreements with AppleCare, you receive a reimbursement, so be sure to fill out an Apple Authorized Transaction Form when you have a claim.

If you need additional information, see your Customer Support Account Manager or Service Business Executive.

The AppleCare Confirmation Certificate

When the AppleCare Order Form is completed as described above, Apple will send you the Confirmation Certificate. **To prevent any delay in processing an AppleCare repair claim, check the certificate for accuracy.** File the Confirmation Certificate with the Dealer copy of the order form in the customer's file. Your customers do not need to see this certificate. In fact, customers do not need to know that you are securing their service agreement with AppleCare if you do not want them to.

The AppleCare Renewal Letter

As with all AppleCare agreements, Apple sends the customer a renewal letter 60 days and 30 days prior to expiration of coverage. Since you are the customer, you receive the renewal letter as a reminder that it is time to personally contact your customer about renewing the service agreement.

Apple Authorized Transaction Form Claims

Remember, travel expense is your only exposure with on-site Service agreements secured with AppleCare. Apple reimburses you in accordance with the Tiered Reimbursement program.

In the event that you have made a service call, simply complete an Apple Authorized Transaction Form as you would for any other AppleCare repair. All invoicing and administration remain the same.

AppleCare Terms and Conditions

The following are the terms and conditions of the AppleCare Agreement between Apple and the customer. These terms and conditions are printed on the back of the AppleCare Order Form that the customer receives when purchasing AppleCare.

AppleCare Service Plan Terms and Conditions

Apple offers a manufacturer-supported, prepaid service plan for your Apple personal computer system, including Apple-manufactured peripheral devices and interface cards.

Apple agrees to service and provide all parts and labor necessary to repair your covered Apple equipment (listed on the reverse side under Equipment Covered) and restore it to proper operating order, upon the following terms and conditions. (Apple interface cards are included under this system coverage.)

AppleCare may be purchased only through a participating Authorized Apple Service Provider. To be sure you are purchasing AppleCare from a participating Authorized Service Provider, call (800) 538-9696.

If you want AppleCare coverage for a product that is no longer under warranty or an AppleCare Agreement, a participating Authorized Apple Service Provider must first inspect the product to determine its acceptability for AppleCare coverage. There may be a separate charge for this inspection.

I. Term of Agreement

You can purchase AppleCare Service Plan coverage for up to three years (36 months). The term of this Agreement does not begin until after the expiration of the Apple Limited Warranty.

All charges for coverage shall be due and payable as of the date of this Agreement and shall be non-refundable once paid.

II. Service Provided

Except as otherwise set forth in this Agreement, Apple agrees to provide the *remedial maintenance and repair,* including all parts and labor that Apple deems necessary and appropriate to restore failed Covered Equipment to proper working condition.

III. Services Excluded

Coverage under this Agreement shall *not* include:

- Inspection and testing by the Service Provider resulting in "no trouble found." **(The Service Provider may charge you for this service.)**

- Electrical work external to the Covered Equipment, as well as the addition, installation, removal, and maintenance of accessories, attachments, machines, or other devices (Apple and non-Apple) not covered by this Agreement.

- Repair, maintenance, and adjustment to the Covered Equipment required for reasons other than ordinary wear and tear, including but not limited to neglect; misuse (including faulty installation, repair, or maintenance by parties other than Apple or a participating Authorized Apple Service Provider); accident; modification without Apple's prior written approval; use with other devices not covered under this Agreement; improper environment (including lack of proper temperature or humidity control); unusual physical or electrical stress or interference; failure or fluctuation of electrical power; lightning; static electricity; fire; relocation or reinstallation of the equipment by anyone other than Apple or a participating Authorized Apple Service Provider; or acts of God.

- Routine maintenance such as but not limited to periodic cleaning of printer heads, ribbon replacement, furnishing of supplies, accessories, or consumable items such as but not limited to paper, ribbons, disks, and batteries.

- Service necessitated to comply with requirements of regulations of any government body or agency arising after the date of this Agreement; or if the serial numbers of the Equipment have been tampered with or removed.

IV. Obtaining Service

In order to obtain service, you should deliver the Covered Equipment to be serviced during the term of this Agreement to the participating Authorized Apple Service Provider from whom you purchased AppleCare coverage or to any other participating Authorized Apple Service Provider who carries that product. (For the location of a participating Authorized Apple Service Provider nearest you, call Apple Computer at (800) 538-9696.)

The Covered Equipment must be accompanied by your AppleCare Confirmation Certificate (or this order form if you have not received your Confirmation Certificate). All interconnecting cords and cables must accompany the Covered Equipment to be serviced.

All non-Apple equipment, accessories, attachments and modifications, and all programs, data, and storage media must be removed from the Covered Equipment before it is delivered for service. Apple shall not be responsible for items that are not removed.

V. Limitation of Liability

Apple, in its sole discretion, may replace the Covered Equipment in whole or in part with comparable equipment and may use remanufactured and repaired parts and modules in performing service. Replacement parts and modules shall become your property; the replaced parts shall become the property of Apple. Apple shall have no obligation to return replaced parts.

In no event shall Apple be liable for any delay in rendering service under this Agreement.

Apple's maximum liability under this Agreement shall be limited to the replacement of the portion of the Covered Equipment under dispute with comparable equipment.

This is a service contract. Apple shall have no liability or responsibility to you or any other person or entity with respect to any liability, loss, or damage caused directly or indirectly by Apple equipment or programs sold or provided by Apple, Apple replacement parts or units, or service provided by Apple including but not limited to any interruption of service, loss of business or anticipatory profits, or consequential

damages resulting from the use or operation of the equipment. In no event shall Apple be liable for loss of profits or any indirect, special or consequential damages arising out of any breach of this Agreement. If, during the term of this Agreement, any of the equipment is damaged as a result of its use with equipment not covered by this Agreement, Apple shall have the option at its own election, to terminate this Agreement.

VI. General

You may transfer this Agreement along with your Apple personal computer. Contact your Service Provider with new owner information. Apple may subcontract performance of its obligations under this Agreement to third parties, but shall not be relieved of its responsibilities thereby.

If you wish to contact Apple for any reason concerning AppleCare service or this Agreement, send a letter to:

Apple Computer, Inc.
Customer Assistance Center
20525 Mariani Avenue
Cupertino, CA 95014

This Agreement is valid only in the country of sale.

The terms and conditions of this Agreement shall prevail over any conflicting, additional, or other terms of any purchase order or other document you submit.

This Agreement is governed by the laws of the State of California.

APPLE MEDIA EXCHANGE PROGRAM

Program Description

- The Apple Media Exchange Program allows a customer to exchange defective and damaged diskettes and manuals free of charge.

- The program is designed to provide a solution to customers' requests for replacement media with no investment in Service inventory.

- Apple will replace the customers' damaged or defective media with essentially the same media originally purchased. **Note:** The label may be a special Media Exchange label. Any modifications to the software package that may have been made by the customer will not be included in the replacement software.

- Apple provides the list of supported diskettes and manuals in the *Service Programs* manual in this section. This list is updated as needed. **Only the media on this list can be exchanged under the Media Exchange Program.**

- Apple also provides Media Exchange Cards. These cards are available free of charge through your Customer Service Center, (p/n 073-0156, a pad of 20 cards). These cards contain all of the necessary information for replacing damaged or defective media.

Guidelines For Exchanging Damaged Or Defective Media

- When a customer comes into your dealership requesting replacement media, **always check the list of supported media to ensure that the customer's media is still covered under this program**.

- Once you have determined that the media is defective and covered by the program, have the customer complete the Apple Media Exchange Card and send it and the damaged or defective media to:

  Apple Media Exchange Program
  P. O. Box 111210
  Campbell, CA 95011-1210
  Attention: Media Exchange Coordinator

- **Do not use the Apple Direct Air Shipping and Handling Program to return media.** Customers are responsible for postage to return media to Apple for exchange through the Media Exchange Program.

- **Send in defective items only—not whole packages.** For example, if a software package contains three diskettes and a manual, send in only the damaged or defective diskette or manual--not the whole package. Apple will not be responsible for the loss of whole software packages.

- Claims, once received by Apple, are processed within 48 hours. Therefore, including shipping time, the turnaround time for a media exchange order is three to four weeks.

Note: **Apple does not recommend that you replace a customer's media from your Finished Goods inventory because replacement media may have a specific Media Exchange Program label as opposed to a Finished Goods label.**

Media Not Covered By The Program

- Media **missing** from Finished Goods packages will not be replaced through this program. The return procedures established with your Apple Support Center will apply to packages that have missing items. Refer to the Missing Items Procedures in this section for information regarding the media missing from Finished Goods packages.

- Media that a customer claims as **lost** will not be supported by this program because the program is based upon the existence of damaged or defective media.

- **Enhancements** to software packages will not be obtainable through the Media Exchange Program. This program is an avenue for customers to replace media which has been proven defective or become damaged; it is not an avenue for customers to improve or change the functionality of a software product.

- **Data** that may have been saved on an application or system diskette cannot be restored on the replacement diskette.

- **Hardware or software manuals** are available for exchange through the Media Exchange program, but not for purchase. However, you may purchase selected hardware and software manuals for your customers through the Manual Purchase Program. Refer to the program information located in this section for further information on how to purchase selected manuals.

Claris™-Supported Products

The following Apple products have transitioned to the Claris logo:

MacWrite
MacDraw
MacPaint
MacProject
AppleWorks

Apple manuals and diskettes for these products are no longer supported through the Apple Media Exchange Program. Claris has assumed support for these products. If customers contact you for replacement of one of these items, please instruct them to call Claris (408) 727-8227. Customers can upgrade for a nominal charge to an enhanced Claris version.

America On-Line (Quantum) Supported Products

The following Apple product is supported by Quantum:

America On-Line

Apple manuals and diskette for this product are no longer supported through the Apple Media Exchange Program. Quantum is responsible for the support of this product. If customers contact you for replacement of this item, please instruct them to call Quantum at 1-(800)-227-6364 in the United States, or (703) 893-6288 in Canada, or write:

Quantum
8619 Westwood Center Drive
Vienna, VA 22182

List Of Supported Media

The Media Exchange Program list begins on the following page. Only the products on this list are covered by the Media Exchange Program.

Refer to the following legend when using the Media Exchange Listing.

- Indicates a change to either the part number, description, or price

Media Exchange List On AppleLink

For easy access, the Media Exchange List is located in two places on AppleLink: 1) An Excel file is located under the Service & Support icon in the Service Price Lists folder. This allows you to easily download this list as a disk file and maintain your own copy using Excel or other compatible spreadsheet/database programs; 2) An AppleLink-format file continues to be located under the Service Info library icon. Each month, this information is updated in conjunction with the Media Exchange Listing in the *Service Programs* mailing.

P/N		DESCRIPTION
030-0004	◊†	Mnl, Apple II Reference
030-0016		Mnl, Apple MIDI Interface Owner's Guide
030-0043	†	Mnl, LocalTalk Cble Sys Owner's Guide
030-0051	†	Mnl, LocalTalk Custom Wiring Kit
030-0101		Mnl, Apple Pascal Language Reference
030-0200		Mnl, Apple IIe Hand Controller
030-0270		Mnl, Super Serial Card (Replaced by 030-1258)
030-0356	†	Mnl, Apple IIe Owner's (Replaced by 030-1346)
030-0358		Mnl, AppleSoft Tutorial
030-0359		Mnl, AppleSoft BASIC Programmer's Reference, Volume 1
030-0360		Mnl, ProDOS Technical Reference
030-0362	Ω	Mnl, Basic Program w/ProDOS (Replaced by 030-1119)
030-0373	◊	Mnl, AppleWorks Tutorial
030-0374	◊	Mnl, Using AppleWorks
030-0408		Mnl, AIIe 80-Column Text Card
030-0416		Mnl, UniDisk/DuoDisk Owner's
030-0423	†	Mnl, ImageWriter II Owner's Guide
030-0499		Mnl, Logo Reference
030-0500		Mnl, Introduction To Turtle Graphics
030-0507		Mnl, AppleSoft BASIC Programmer's Refence, Volume II
030-0522		Mnl, Owner's Guide, ImageWriter II
030-0531		Mnl, Apple II Instant Pascal Language Reference
030-0544		Mnl, Getting Started w/HyperCard IIgs
030-0545		Mnl, HyperCard IIgs Reference
030-0546		Mnl, Beginner's Guide, HyperTalk
030-0563		Mnl, Apple IIe Joystick
030-0564		Mnl, Apple IIe Numeric Keypad
030-0582		Mnl, User's Guide, Ethernet LC Card
030-0687	*	Mnl, Macintosh
030-0688	◊	Mnl, MacWrite
030-0715		Mnl, DuoDisk Owner's
030-0730		Mnl, ImageWriter User's Manual; Pt I: Reference
030-0759		Mnl, Essentials A/UX
030-0760		Mnl, Setting Up Account A/UX
030-0761		Mnl, Text Processing Tools A/UX
030-0781		Mnl, Command Reference (A-L) A/UX
030-0782		Mnl, Command Reference (M-Z) A/UX
030-0784		Mnl, Programmer's Reference (A-L) A/UX
030-0785		Mnl, Programmer's Reference (M-Z) A/UX
030-0812		Mnl, ImageWriter II / LQ AppleTalk Option User's Guide
030-0835		Mnl, X11 User's Guide for A/UX
030-0837		Mnl, X11 Reference for A/UX
030-0838		Mnl, MacX User's Guide A/UX
030-0843	◊	Mnl, AppleWorks Reference (Replaced by 030-0374)
030-0847		Mnl, Getting Started with X Window A/UX
030-0848	◊	Mnl, MacPaint
030-0863		Mnl, Apple Logo II: An Intro to Programming
030-0866		Mnl, Apple Logo II Reference
030-0872		Mnl, Apple IIc:Interactive Owner's Guide(Repl by 030-1030)
030-0874		Mnl, Apple IIc System Utilities (Replaced by 030-1030)
030-0885		Mnl, AppleSoft BASIC Programmer's Reference; Volume II

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Ω Quantum Supported
† Technical Reference
* Black and White Reproduction

P/N		DESCRIPTION
030-0923		Mnl, Apple Access II Reference
030-0941		Mnl, Monitor IIc User's
030-0943		Mnl, Monitor IIc: User's
030-0951		Mnl, Apple IIc ImageWriter User's
030-0955	†	Mnl, Apple SCSI Cable System
030-0958	◊	Mnl, AppleWorks Reference, Generic
030-0961		Mnl, Apple Mouse IIc User's
030-0970		Mnl, Apple IIc Hand Controller
030-0975		Mnl, AppleLine
030-0995		Mnl, AppleWriter II User's
030-1030		Mnl, Apple IIc Owner's
030-1065	◊	Mnl, MacProject
030-1079	◊	Mnl, MacDraw
030-1094		Mnl, LaserWriter (Replaced by 030-1296)
030-1119	Ω	Mnl, Basic Programming with ProDOS
030-1127		Mnl, Setting Up Your Apple IIc
030-1143	*	Mnl, About Your Enhanced Apple IIe Prog's Guide
030-1151	†	Mnl, Apple II UniDisk 3.5 Owner's
030-1179		Mnl, Mac Terminal
030-1196		Mnl, Apple IIc Programmer's Guide to the 3.5 ROM
030-1199		Mnl, Macintosh 800K External Drive
030-1209		Mnl, Apple II Memory Expansion Card User's
030-1224		Mnl, AppleColor Monitor Installation
030-1228		Mnl, Hard Disk 20
030-1241		Mnl, Macintosh XL Migration Kit
030-1242		Mnl, Mac Plus Owner's (Replaced by 030-3294 & 030-3281)
030-1245		Mnl, Macintosh Plus Internal Disk Drive
030-1246		Mnl, Macintosh Plus (Replaced by 030-3294 & 030-3281)
030-1250		Mnl, Switcher Construction
030-1258		Mnl, Apple II Super Serial Card User's
030-1292		Mnl, Apple IIGS Owner's Guide (Replaced by 030-1627)
030-1294	†	Mnl, Setting Up Your Apple IIGS
030-1296	†*	Mnl, LaserWriter and LaserWriter Plus
030-1300		Mnl, From Apple IIe to Apple IIGS Performance Update
030-1312		Mnl, Portrait Display Monitor Owner's Guide
030-1313		Mnl, ImageWriter II AppleTalk Opt. User's(Repl by 030-0812)
030-1318		Mnl, A Touch of AppleSoft BASIC
030-1330		Mnl, Apple IIc Memory Expansion Card Owner's Guide
030-1334	†	Mnl, Apple IIc Plus Owner's Guide
030-1337		Mnl, Macintosh SE (Replaced by 030-3370 & 030-3281)
030-1342		Mnl, AppleShare User's Guide
030-1343		Mnl, AppleShare Administrator's Guide
030-1346	†	Mnl, Apple IIe Owner's Guide
030-1374		Mnl, Apple IIc Owner's (Replaced by 030-1030)
030-1414	†	Mnl, AppleFax™ Modem User's Guide
030-1442		Mnl, Apple Data Modem 2400 Owner's Guide
030-1469		Mnl, Apple IIGS System Dsk User's Guide (Repl by 030-1495)
030-1475	†	Mnl, Hard Disk SC
030-1480		Mnl, Apple 5.25 Drive Owner's Guide
030-1484		Mnl, Apple II System Disk User's Guide
030-1487	†	Mnl, Apple Scanner Owner's Guide

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P/N		DESCRIPTION
030-1495	†	Mnl, AIIGS Sys Disk User's Gd. (Rep by 030-1626 & 030-1627)
030-1502	†	Mnl, Apple IIGS Owner's Guide (Replaced by 030-1627)
030-1507		Mnl, 1.4MB FDHD
030-1518	†	Mnl, Apple II Video Overlay CD Owner's
030-1527	Ω	Mnl, User's Guide, AppleLink - Personal
030-1544	†	Mnl, Mac SE/30 Owner's Guide (Replaced 030-4015 & 030-3519)
030-1550		Mnl, Serial NB Card Installation Guide
030-1563		Mnl, Macintosh 12" RGB Display
030-1592		Mnl, Owner's Manual, APL, NT
030-1595		Mnl, Owner's Manual, APL, SC
030-1613		Mnl, Owner's Guide, Hard Disk SC
030-1622	†	Mnl, Apple IIGS System Software, 5.0
030-1626		Mnl, Getting Started W/Apple IIGS
030-1627	†	Mnl, Apple IIGS Owner's Ref.,1 MB
030-1633		Mnl, AppleTalk Network User's Guide for Apple IIGS, 5.0
030-1639		Mnl, Scripting with HyperTalk
030-1642		Mnl, Macintosh Display Card 8•24
030-1657		Mnl, Owner's Guide, Macintosh 12" Monochrome Display
030-1717		Mnl, X11 Command Reference for A/UX
030-1718		Mnl, X11 Programmer's Reference for A/UX
030-1727		Mnl, Getting Started With X Window system for A/UX
030-1732		Mnl, X11 User's Guide for A/UX
030-2001	†	Mnl, Apple Personal Modem User's Guide
030-2002		Mnl, ImageWriter II Owner's (Replaced by 030-0423)
030-2005		Mnl, ImageWriter II Installation
030-2028		Mnl, Apple II System Utilities
030-2040		Mnl, Apple 5.25 Drive Owner's Guide
030-2042		Mnl, Apple SCSI Cable System (Replaced by 030-0955)
030-2050	†	Mnl, Apple 3.5 Drive Owner's Guide
030-2098	†	Mnl, EtherTalk Installation Guide
030-2104		Mnl, Apple PC 5.25 Drive
030-2133	†	Mnl, Macintosh Utilities User's Guide
030-2136	†	Mnl, AppleShare PC User's Guide
030-2140		Mnl, Mac System Software Update User's Guide
030-2152		Mnl, Command Reference, A/UX, A-L
030-2158		Mnl, Apple Inter-Poll Network Administrator's Guide
030-2161		Mnl, Apple LocalTalk PC Card Owner's Guide
030-2167	†	Mnl, AppleShare IIGS User's Guide
030-2170		Mnl, Floppy Disk Product A/UX
030-2171		Mnl, AppleTalk Internet Router, Administrator's Guide
030-2184		Mnl, AppleTalk for A/UX,2.0
030-2194		Mnl, XWindow Reference, A/UX
030-2198		Mnl, XWindow User's Guide, A/UX
030-2206		Mnl, Access II User's Guide
030-2216		Mnl, EtherTalk User's Guide
030-2229		Mnl, MacX User's Guide
030-2237		Mnl, MacTCP Administrator's Guide
030-2327		Mnl, Ethernet NB Owner's Guide
030-3002		Mnl, AppleShare PC User's Guide
030-3051		Mnl, Apple II High Speed SCSI Card
030-3068	†	Mnl, ImageWriter LQ Owner's Guide

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P/N		DESCRIPTION
030-3080		Mnl, Macintosh II (Replaced by 030-3290 &3281)
030-3081		Mnl, HyperCard User's Guide
030-3083		Mnl, Apple Hi-Resolution Monochrome Monitor
030-3085		Mnl, AppleColor Hi-Resolution RGB Monitor
030-3106		Mnl, AppleColor RGB Monitor Owner's Guide
030-3110		Mnl, Apple Monochrome Monitor Owner's Guide
030-3118		Mnl, Apple II SCSI Card (Small Computer System Interface)
030-3138		Mnl, Hard Disk 20SC Owner's Guide (Replaced by 030-1475)
030-3171		Mnl, AppleShare File Server Admin Supplement for Apple II
030-3173		Mnl, Mac Utilities User's Guide (Replaced by 030-2133)
030-3176		Mnl, Apple Mouse II
030-3191	†	Mnl, LaserWriter IISC Owner's Guide
030-3215	†	Mnl, LaserWriter IINT/NTX Owner's Guide (Repl by 030-3450)
030-3253		Mnl, A/UX Installation Guide
030-3263		Mnl, User's Guide, Macintosh DFT
030-3278	†	Mnl, Macintosh Portable, Pocket Guide
030-3280	†	Mnl, Macintosh Portable,Owner's Guide
030-3281	†	Mnl, Mac Sys Software User's Guide, V 6.0
030-3283	†	Mnl, Macintosh Utilities User's Guide (Repl by 030-3418)
030-3290	†	Mnl, Macintosh II Owner's Guide
030-3294		Mnl, Macintosh Plus Owner's Guide
030-3296		Mnl, Macintosh SE Owner's Guide (Replaced by 030-3370)
030-3316		Mnl, MacX Installation Guide
030-3326	†	Mnl, Mac IIx Owner's Guide
030-3338	†	Mnl, Macintosh IIcx Owner's Guide
030-3368		Mnl, A/UX Reference Summary and Index
030-3370		Mnl, Mac SE Owner's Guide
030-3379		Mnl, SMB File Transfer Utility
030-3380		Mnl, A/UX Installation Guide
030-3381		Mnl,TokenTalk NB User's Guide
030-3391		Mnl, Apple Two-Page Monochrome Monitor
030-3399	†	Mnl, Systems Software Guide, V 6.0.4
030-3403	†	Mnl, Owner's Guide, Mac. IIci (Repl by 030-3521 & 030-4015)
030-3418		Mnl, User's Guide, Macintosh Utilities
030-3450		Mnl, Owner's Guide, LW II NT/NTX
030-3461		Mnl., Special Features, Macintosh LC
030-3479		Mnl, Special Options & Tech. Info Mac IIcx
030-3482		Mnl, Special Options & Tech. Info Mac IIfx
030-3495		Mnl, Special Features, Macintosh IIsi
030-3496		Mnl, Setting Up Your Macintosh IIsi
030-3498		Mnl, HyperCard Light
030-3514		Mnl, Setting Up Your Macintosh SE
030-3515		Mnl, Set-Up Guide, Macintosh IIcx
030-3516		Mnl, Set-Up Guide, Macintosh IIci
030-3519		Mnl., Special Features, Mac SE/30
030-3520		Mnl, Special Features of Your Macintosh IIcx
030-3521		Mnl, Special Features of Your Macintosh IIci
030-3523		Mnl., Setting Up Your Macintosh LC
030-3546		Mnl, Set-Up Guide, Macintosh IIfx
030-3548		Mnl, Set-Up Guide, Macintosh IIci
030-3549		Mnl, Special Features, Macintosh IIci

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P/N		DESCRIPTION
030-3557		Mnl, Set-Up Guide, Macintosh IIsi
030-3558		Mnl, Special Features, Macintosh IIsi
030-3904		Mnl, Macintosh Reference
030-3906		Mnl, Getting Started with Your Macintosh
030-3909		Mnl, Setting Up Your Macintosh IIfx
030-3910		Mnl, Macintosh IIfx Special Options and Tech Info
030-3914		Mnl, Macintosh DFT User's Guide
030-3916		Guide, Network & Communication Installation Pkg.
030-3917		Mnl, Scripting with HyperTalk
030-3918		Mnl, HyperCard
030-3920		Mnl, Setting Up Your Macintosh Portable
030-3923		Mnl, Setting Up Your Mac SE/30
030-3930		Mnl, Handbook, Macintosh Portable
030-3932		Mnl, Apple Network Products Installer
030-3933		Mnl, Getting Started with System 7.0
030-3934		Mnl, Macintosh Reference
030-3935		Mnl, What's New in S/SW 7.0, Macintosh
030-3936		Mnl, Macintosh Networking Reference
030-3941		Mnl, How to Install Your New System Software
030-3943		Mnl, System 7: Group Upgrade Guide
030-3947		Mnl, Special Features, Macintosh IIsi
030-3955		Mnl, Compatibility, FDHD
030-4005		Mnl, Owner's Guide, Ethernet Thin Coax Transceiver
030-4009		Mnl, Apple Ethernet AUI Adapter Owner's Guide
030-4011		Mnl, Apple Ethernet Twisted Pair Transceiver Owner's Guide
030-4014		Mnl, Getting Started with Macintosh
030-4015		Mnl, Macintosh Reference
030-4018		Mnl, Setting Up Your Macintosh Classic
030-4020		Mnl, Special Features, Macintosh Classic
030-4040	◊	Mnl, HyperCard Basics
030-5025		Mnl, Personal LaserWriter Owner's Guide
030-5109		Mnl, CD SC Owner's Guide
030-5116		Mnl, StyleWriter Owner's Guide
030-5571	†	Mnl, Tape Back Up 40SC Owner's Guide
030-5590		Mnl, Getting Started With A/UX
030-5591		Mnl, A/UX User Interface
030-5591		Mnl, User Interface A/UX
030-5592		Mnl, A/UX Communications
030-5593		Mnl, A/UX Text Edit Tools
030-5593		Mnl, Text Editing Tools A/UX
030-5594		Mnl, A/UX Text Procedure Tools
030-5595		Mnl, A/UX Local Systems Admin.
030-5596		Mnl, A/UX Systems Admin. Reference
030-5600		Mnl, A/UX Prog. Tools #1
030-5601		Mnl, A/UX Prog. Tools #2
030-5602		Mnl, Toolbox, MacROM Interface
030-5604		Mnl, A/UX Programmer's; Reference
030-5605		Mnl, A/UX Command Reference, M-Z
030-5614	†	Mnl, CD SC Owner's Guide (Replaced by 030-5109)
030-5623		Mnl, Multifinder User's Guide
030-5631		Mnl, Apple Tape BackUp 40SC Owner's Guide

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P/N	DESCRIPTION
031-0057	Quick SetUp Guide, APL, NT
031-0075	Quick SetUp Guide, APL, SC
072-0269	Mnl, AppleOrder User Guide
072-0270	Mnl, AppleOrder Start Here Guide
072-8220	Job Aid, AppleCAT LaserWriter Quick Reference
072-8221	Job Aid, AppleCAT Macintosh SE Quick Reference
072-8222	Job Aid, AppleCAT Macintosh II/IIx Quick Reference
072-8238	Job Aid, AppleCAT SE/30 Quick Reference
072-8240	Job Aid, AppleCAT IIcx/IIci Quick Reference
073-0104	Printed Material, Macintosh Portable for the Servicing Tech
073-0105	Mnl, Mac Portable for Svc. Tech., Quick Reference Guide
073-0109	Printed Material, Macintosh II Family for Servicing Tech
073-0111	Mnl, Mac II Family for Svc. Tech., Quick Reference Guide
073-0113	Printed Material, Mac Service Course Mnl. Vol. 1
073-0114	Printed Material, Mac Service Course Mnl. Vol. 2
073-0117	Printed Material, All Service Course Prereq. Vol. 1
073-0118	Printed Material, All Service Course Prereq. Vol. 2
073-0246	Printed Material, ImageWriter LQ for the Service Technician
073-0251	Job Aid, ImageWriter LQ for the Service Technician
073-0272	Mnl, Compact Mac Family for Serv. Tech., Quick Ref. Guide
073-0273	Mnl, Student, Compact Mac Family for Servicing Technician
073-0274	Mnl, Apple Personal LaserWriter, Quick Reference Guide
073-0275	Printed Material, Apple Pers. LWriter for the Serv. Tech.
073-0276	Printed Material, Mac Sys. Software for the Serv. Tech.
073-0278	Mnl, Apple IIe & Apple IIc Plus for Svc. Tech., Quick Ref.
073-0279	Mnl, Student, Apple IIe & Apple IIc Plus for Svc. Tech.
073-0280	Mnl, Apple IIGS for Svc. Tech., Quick Reference Guide
073-0281	Mnl, Student, Apple IIGS for the Service Technician
073-0300	Printed Material, Apple LAN Lit. 800K Dr. for the Serv Tech
075-0044	Video Tape, 1/2" Mac Take Apart
075-0067	Video Tape, Macintosh Portable for the Servicing Technician
075-0078	Video Tape, Macintosh II Family for the Service Technician
075-0088	Video Tape, Macintosh Portable for the Servicing Technician
075-0110	Video Tape, ImageWriter LQ for the Service Technician
075-0111	Video, Intro. to Apple Service Training
075-0113	Video Tape, Compact Mac Family for the Servicing Technician
075-0114	Video Tape, Pers. LaserWriter for the Service Technician
075-0115	Video Tape, Apple IIe & Apple IIc Plus for Svc. Technician
075-0116	Video Tape, Apple IIGS for the Servicing Technician
076-0318	Dsk, Macintosh Portable for the Servicing Technician
076-0319	Dsk, Macintosh II Family for the Service Technician
076-0353	Dsk, ImageWriter LQ For the Service Technician
076-1006	Dsk, Your Apple Tour of the Macintosh SE
076-1007	Dsk, Your Tour of the Apple IIGS
076-1009	Dsk, Final Test, Compact Mac Family for Servicing Tech.
076-1010	Dsk, Progress Check, Pers. LWriter for the Serv. Tech.
076-1011	Dsk, Mac System Software Demo Stack
076-1012	Dsk, Mac System Software, Final Test
076-1013	Dsk, Final Test, Apple IIe & Apple IIc Plus for Svc. Tech
076-1014	Dsk, Final Test, Apple IIGS for the Servicing Technician
076-1015	Dsk, Apple LAN Literacy, Test

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P/N	DESCRIPTION
076-1016	Dsks, Apple LAN Literacy, Set of 8
076-1017	Dsk, Apple LAN Literacy, CD ROM
076-2631	Mnl, Apple Service Guide, LaserPrinters
077-0100	Dsk, Apple II Product Diagnostic (5.25)
077-0206	Dsk, Lisa 2/Macintosh Screen Modification Kit
077-0216	Dsk, Diagnostic Apple 5.25 Drive(Repl by 077-0324&077-0325)
077-0217	Dsk, Diagnostic Apple II Peripheral (5.25)
077-0220	Dsk, Diagnostic MacTest 7.0
077-0232	Dsk, Diagnostic Apple IIe/IIc, 4.0 (5.25)
077-0233	Dsk, Diagnostic Apple IIe/IIc/IIc Plus/IIGS 4.1 (3.5)
077-0234	Dsk, Diagnostic Apple IIGS 4.1 (5.25)
077-0237	Dsk, Diagnostic Apple II SCSI 1.0 (Replaced by 077-0274)
077-0238	Dsk, Diagnostic Macintosh Hard Disk Drive 4.0
077-0242	Dsk, Diagnostic NodeCheck 1.0
077-0243	Dsk, Diagnostic MacTest SE 3.0
077-0244	Dsk, Diagnostic MacTest II 3.1
077-0247	Dsk, AppleCAT LaserWriter 1.1
077-0248	Dsk, AppleCAT Macintosh SE 3.0
077-0249	Dsk, AppleCAT Macintosh II/IIx 2.4
077-0250	Dsk, AppleCAT Macintosh SE/30 1.1
077-0251	Dsk, MacTest SE/30 1.0
077-0258	Dsk, Macintosh Peripherals Tests, Vol.1, 5.0
077-0268	Dsk, Diagnostic, Macintosh Hard Disk Test 2.1.1
077-0269	Dsk, Diagnostic, AppleCAT IIcx/IIci 2.0
077-0270	Dsk, Diagnostic, MacTest IIcx/IIci 2.0
077-0274	Dsk, Apple II Hard Disk Test 1.0 & SCSI Card Test 2.1(5.25)
077-0275	CD, Service Source CD w/Jewel Case
077-0316	Dsk, Apple II Video Overlay Card Diagnostic, V 1.0 (5.25)
077-0317	Dsk, Apple II Video Overlay Card Diagnostic, V. 1.0 (3.5)
077-0322	Dsk, Connect Test 1.0
077-0323	Dsk, Mac Peripheral Test Vol.2, v.2.0
077-0324	Dsk, Diagnostic,Apple 5.25 Drive Test
077-0325	Dsk, Diagnostic,Apple 5.25 Drive Test Reference
077-0327	Dsk, Diagnostic MacTest IIfx 1.1
077-0328	Dsk, Diagnostic, ModemTest 1.1
077-0329	Dsk, Diagnostic MacTest Portable 2.0
077-0340	Dsk, Apple II Hard Disk Test 1.0 & SCSI Card Test 2.1 (3.5)
077-0358	CD, Tech Info Source CD-ROM
077-0359	Dsk, Diagnostic, MacTest MP v.2.0
077-0360	Dsk, Diagnostic, MacTest CL 1.0
077-0362	Macintosh 21" Color Display Patterns, V.1.0
077-0363	Macintosh Peripherals Test Vol. 3, 1.0
077-8013	Dsk, Diagnostic Apple ///
077-8032	Dsk, Diagnostic Apple /// Plus
077-8102	Dsk, Diagnostic Lisa Test for Lisa 1.0
077-8124	Dsk, Diagnostic Lisa 2/Macintosh XL 3.0
077-8324	Dsk, Apple 5.25 Floppy Drive Test Assembly 1.0
600-2541	Dsk, DOS 3.2 Plus Master
600-2542	Dsk, DOS 3.2 Standard Master
680-0003	Dsk, Apple 0 Pascal Language Card
680-0004	Dsk, Apple 1 Pascal Language Card

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P/N		DESCRIPTION
680-0005		Dsk, Apple 2 Pascal Language Card
680-0006		Dsk, Apple 3 Pascal Language Card
680-0031		Dsk, The Shell Games
680-0049		Dsk, Pilot Author
680-0050		Dsk, Apple Pilot Lesson
680-0063		Dsk, Apple Presents . . . Apple
680-0168		Dsk, SchoolBus
680-0178		Dsk, Apple Presents . . . Alle
680-0179		Dsk, AppleSoft Sampler
680-0188		Dsk, AppleWriter II Master
680-0189		Dsk, AppleWriter II Backup
680-0193		Dsk, Apple Logo
680-0209		Dsk, Sample Documents-AppleWriter II Introduction
680-0210		Dsk, DOS 3.3 System Master
680-0224		Dsk, ProDOS Users
680-0225		Dsk, ImageWriter Tool Kit
680-0229		Dsk, Apple Pascal 1.2, #0
680-0230		Dsk, Apple Pascal 1.2, #1
680-0231		Dsk, Apple Pascal 1.2, #2
680-0232		Dsk, Apple Pascal 1.2, #3
680-0235		Dsk, ProDOS Basic Programming Examples
680-0239		Dsk, Mouse Paint DWG Program
680-0258		Dsk, Apple IIe PT Pie Volume 1
680-0259		Dsk, Apple IIe Sample Files Pie
680-0260	◊	Dsk, Apple IIe AppleWorks Program
680-0261		Dsk, PTD
680-0262		Dsk, ProDOS Exerciser
680-0264		Dsk, Emulator Program, 3780
680-0265		Dsk, Apple IIe MousePaint Drawing Program
680-0266		Dsk, AppleSoft Prodos Sampler
680-0267	◊	Dsk, Apple IIe AppleWorks Start-Up
680-0269		Dsk, Apple II AppleLogo/Plotter Interface
680-0270		Dsk, Chartmaker, Plotter Utilities Program
680-0276		Dsk, Apple Access II Program
680-0279	◊	Dsk, AppleWorks Program
680-0280	◊	Dsk, AppleWorks System
680-0282		Dsk, Apple II Pascal 1.3, #0
680-0283		Dsk, Apple II Pascal 1.3, #1
680-0284		Dsk, Apple II Pascal 1.3, #2
680-0290		Dsk, Apple II Pascal 1.3, #3
680-0291	◊	Dsk, AppleWorks 2.0 System
680-0292	◊	Dsk, AppleWorks 2.0 Program
680-0417		EtherTalk Installer V. 2.5.1
680-1015	Ω	Dsk, AppleLink - Personal
680-3002		Dsk, Apple Access II Program
680-3003		Dsk, Apple Access II Training
680-3005		Dsk, Apple IIc Mouse
680-3006		Dsk, AppleWriter II Master Version 2.1
680-3010		Dsk, ProDOS Basic Prog. Examples (Replaced by 680-0235)
680-3011		Dsk, AppleSoft Sampler
680-3022		Dsk, 5.25 Program Access II

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P/N		DESCRIPTION
680-3023		Dsk, 5.25 Training Access II
680-3024		Dsk, AppleShare PC 2.0,#1 (5.25)
680-3025		Dsk, AppleShare PC 2.0,#2 (5.25)
680-3050		Dsk, WorkStation Installer 1, AppleShare
680-3051		Dsk, WorkStation Installer 2, AppleShare
680-3065		Dsk, Apple Presents the IIc, Getting Down to Basics
680-3066		Dsk, Apple IIc System Utilities
680-3085		Dsk, Apple II (5.25)
680-3230		Dsk, Apple Presents the IIc, Getting Down to Basic
680-3234		Dsk, Apple IIc System Utilities (Replaced by 680-3066)
680-3240	◊	Dsk, AppleWorks Sample Files-Data
680-3243		Dsk, AppleShare PC WorkStation Installation
680-3507		Dsk, Utilities, High Speed SCSI Card (3.5")
680-5003		Dsk, Apple II Pascal 1.3, Pascal
680-5004		Dsk, Apple II Setup, AppleShare
680-5005		Dsk, 3.5, Program, Access II
680-5006	◊	Dsk, AppleWorks 2S
680-5007		Dsk, Apple Presents
680-5008		Dsk, AppleTalk PC Card
680-5009		Dsk, Apple IIGS Systems
680-5010		Dsk, Tour of Apple IIGS
680-5011		Dsk, Apple II Systems Utilities (3.5)
680-5016		Dsk. Tour of IIc+
680-5017		Dsk, Apple II Systems
680-5018		Dsk, Program Startup, AppleTalk PC Card
680-5019	◊	Dsk, Apple 3.5 Presents AppleWorks
680-5020	◊	Dsk, Works Startup & Program Sample (3.5)
680-5023		Dsk, Apple II Test, 5.25" SCSI Card (Replaced by 680-5037)
680-5024		Dsk, Apple II Test, 3.5" SCSI Card (Replaced by 680-5038)
680-5028		Dsk, Instant Pascal Start-Up
680-5031		Dsk, A II System (5.25)
680-5035		Dsk, PC LaserWriter Program
680-5036		Dsk, 5.25 LocalTalk PC Card
680-5037		Dsk, 5.25 HD SC, Test SCSI
680-5038		Dsk, 3.5 HDSC, Test, SCSI
680-5043		Dsk, AIIGS Systems Software 4.0
680-5044		Dsk, AIIGS Systems Tools
680-5048		Dsk, 3.5, Training, Access II
680-5051		Dsk, Apple IIGS System Disk, 5.0
680-5052		Dsk, Apple IIGS System Tools, 1 MB
680-5053		Dsk, Your Tour of the Apple IIGS
680-5054		Dsk, HyperCard IIgs, Installer/Tour
680-5055		Dsk, AppleTalk Network User's Guide
680-5056		Dsk, HyperCard IIgs, Program
680-5057		Dsk, HyperCard IIgs, Help Disk
680-5058		Dsk, HyperCard IIgs, Stacks #1
680-5059		Dsk, HyperCard IIgs, Stacks #2
680-5060		Dsk, Apple IIGS Set-Up
680-5063		Dsk, HyperTalk Help Disk
680-5507		Dsk, Utilities, High Speed SCSI Card (5.25")
681-0013		Dsk, Parallel Printer Driver

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P/N		DESCRIPTION
681-0022		Dsk, ProFile Driver
681-0023		Dsk, Pascal Utility Library
681-0024		Dsk, Pascal Utility Demo
681-0028		Dsk, Mail List Manager PTP Data
681-0029		Dsk, Business Graphics PTP Data
681-0030		Dsk, ProFile Demo Disk
681-0034		Dsk, System Utilities Data
681-0035		Dsk, Senior Analyst Sampler
681-0068		Dsk, MicroCourier Master
681-0069		Dsk, MicroCourier Boot
681-0152		Dsk, Update 1
681-0161		Dsk, Compiler
682-0087		Dsk, MacWorks
683-5096		Dsk, AppleShare IIe, WorkStation
683-5100		Dsk, Aristotle Menu
683-5102		Dsk, VideoMix for the Apple IIGS (3.5)
685-0007		Cassette Tape, Guided Tour Of Macintosh
685-0009	◊	Cassette Tape, Guided Tour MacDraw
685-0010	◊	Cassette Tape, Guided Tour, MacProject
685-0011	◊	Cassette Tape, Guided Tour, MacPaint/Write
685-0019		Cassette Tape, Guided Tour of Mac Plus
685-0020		Cassette Tape, Guided Tour 512K Enhanced
686-0003		Dsk, Silentype Diag. Dsk. SVC
686-0020		Dsk, Apple Plotter Interface Test
686-0027		Dsk, Profile Limited Data Recovery Program 2.0 (5.25)
686-0038		Dsk, AppleOrder Finished Goods Customer
686-0039		Dsk, AppleOrder Help/Tour
686-0040		Dsk, AppleOrder Program Disk 1
686-0042		Dsk, AppleOrder Program Disk 2
686-0044		Dsk, ABCD Warranty Reimbursement Form
689-0036		Dsk, Apple Scanner
689-0038		Dsk, LQ Fonts #2
689-0039		Dsk, LQ Fonts, #3
689-0041		Dsk, Tour of Apple Scanner
689-0042		Dsk, CD-ROM Explorer
689-0044		Cassette Tape, Mini Data, A/UX, V1.1
689-0045		Dsk, ImageWriter LQ, #1
689-0046		Dsk, ImageWriter LQ, #2
689-0051		Dsk, Hyperscan
689-0059		Dsk, CD ROM, A/UX V. 2.0.1
689-0070		Dsk, Apple Software CD-ROM
690-0040		Dsk, Macintosh EtherTalk Installer 1.1
690-0042		Dsk., Macintosh Display Card 8•24
690-3443		Dsk, EtherTalk Installer
690-5002		Dsk, MacGuide Tour
690-5003		Dsk, MacSystem
690-5006	◊	Dsk, MacWrite/MacPaint Tour
690-5009	◊	Dsk, MacWrite/MacPaint
690-5011	◊	Dsk, MacPaint
690-5015	◊	Dsk, MacProject
690-5016	◊	Dsk, Guided Tour MacDraw

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P/N		DESCRIPTION
690-5017		Dsk, MacTerminal
690-5018	◊	Dsk, Guided Tour, MacProject
690-5020		Dsk, LaserWriter Installation
690-5023		Dsk, System Back-Up W & P
690-5024	◊	Dsk, MacWrite
690-5035	◊	Dsk, MacProject, 800K
690-5039		Dsk, MacTerminal, 800K
690-5042		Dsk, LaserWriter Test
690-5056		Dsk, Macintosh Migration Tool
690-5057		Dsk, Apple Tour, Mac SE w/FDHD
690-5061		Dsk, Software Sampler
690-5064		Dsk, Macintosh Plus System
690-5065		Dsk, Guided Tour of Mac Plus
690-5066		Dsk, Switcher
690-5067		Dsk, Hard Disk 20 Start-Up
690-5072		Dsk, Apple II System Utilities
690-5077		Dsk, LaserWriter Font
690-5078		Dsk, Macintosh II Product Training (Replaced by 690-5224)
690-5087	◊	Dsk, MacWrite, 800K
690-5088		Dsk, LaserWriter II Font, Cur/Sym
690-5090		Dsk, Guided Tour 512K Enhanced
690-5091		Dsk, Systems Tools, 512K Enhanced
690-5094		Dsk, Mac SE/Mac II Systems
690-5095		Dsk, Apple Tour of Macintosh SE (Replaced by 690-5226)
690-5098		Dsk, User Installer, Appleshare
690-5100		Dsk, AppleShare Server Installation
690-5109		Dsk, Installation, SCSI Hard Disk
690-5110		Dsk, Hypercard Start-Up (Replaced by 690-5116)
690-5115		Dsk, Macintosh II Training Disk #2 (Replaced by 690-5299)
690-5116		Dsk, Hypercard Stacks
690-5117		Dsk, AppleLine F/T TSO
690-5118		Dsk, AppleLine F/T CMS
690-5127		Dsk, Fonts, Times/Helvetica, APL, SC
690-5128		Dsk, Installation APL, NT
690-5130		Dsk, Font, APL, NT
690-5131		Dsk, Font, Courier/Symbol, APL, SC
690-5139		Dsk, LaserShare Server Installation
690-5140		Dsk, Apple Tape Backup 40SC
690-5142		Dsk, Macintosh SE Utilities
690-5153		Dsk, LaserShare W/S Installation
690-5154		Dsk, Fonts, AppleFax™ Modem
690-5156		Dsk, LaserWriter II Font, Times/Helv.
690-5158		Dsk, Applications, AppleFax™ Modem
690-5160		Dsk, 800K AppleShare WorkStation Installation
690-5163		Dsk, Macintosh CD Set-Up
690-5170		Dsk, LaserWriter II Printer Installation
690-5171		Dsk, LaserWriter IINT/NTX
690-5172		Dsk, AppleShare PC WorkStation
690-5179		Dsk, ImageWriter II/LQ AppleTalk 400K
690-5181		Dsk, HyperCard Help
690-5182		Dsk, HyperCard Ideas

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P/N		DESCRIPTION
690-5189		Dsk, Tour of LaserWriter II SC
690-5191		Dsk, MacWorkstation
690-5192		Dsk, Test Host
690-5195		Dsk, Apple II, (3.5") (Replaced by 690-5386)
690-5197		Dsk, LocalTalk PC Installer 1.1
690-5198		Dsk, Server Administrator AppleShare
690-5202		Dsk, LaserWriter II SC, System Tools 1
690-5203		Dsk, LaserWriter II SC, System Tools 2
690-5204		Dsk, AppleShare Server Installer
690-5205		Dsk, AppleShare WorkStation Installer
690-5206		Dsk, AppleShare WorkStation Installer 512K
690-5207		Dsk, AppleShare Server Installer
690-5208		Dsk, AppleShare Workstation Installer
690-5209		Dsk, Your Tour of Mac Plus
690-5210		Dsk, AppleShare Apple II Setup (Replaced by 680-5004)
690-5211		Dsk, Inter-Poll
690-5212		Dsk, Inter-Poll Responder WorkStation Installer 512K &512Ke
690-5214		Dsk, Tour of the Macintosh Portable
690-5220		Dsk, Macintosh Systems Tools, V6.0.2
690-5221		Dsk, Macintosh Printing Tools, V6.0.2
690-5222		Dsk, Macintosh Utilities 1, V6.0.2
690-5223		Dsk, Macintosh Utilities 2, V6.0.2
690-5224		Dsk, Operate, Mac II
690-5226		Dsk, Apple Tour of Macintosh SE
690-5227		Dsk, LaserWriter II Installation
690-5228		Dsk, Tape Back-Up 40SC, 2.0
690-5229		Dsk, Inter-Poll Responder Wkstation Install (512Ke,+,SE,II)
690-5231		Dsk, Installer, 512Ke AppleShare
690-5232	Ω	Dsk, America On-Line
690-5236		Dsk, A/UX, V. 1.0, #1
690-5237		Dsk, A/UX, V. 1.0, #2
690-5238		Dsk, A/UX, V. 1.0, #3
690-5239		Dsk, A/UX, V. 1.0, #4
690-5240		Dsk, A/UX, V. 1.0, #5
690-5241		Dsk, A/UX, V. 1.0, #6
690-5242		Dsk, A/UX, V. 1.0, #7
690-5243		Dsk, A/UX, V. 1.0, #8
690-5244		Dsk, A/UX, V. 1.0, #9
690-5245		Dsk, A/UX, V. 1.0, #10
690-5246		Dsk, A/UX, V. 1.0, #11
690-5247		Dsk, A/UX, V. 1.0, #12
690-5248		Dsk, A/UX, V. 1.0, #13
690-5249		Dsk, A/UX, V. 1.0, #14
690-5250		Dsk, A/UX, V. 1.0, #15
690-5251		Dsk, A/UX, V. 1.0, #16
690-5252		Dsk, A/UX, V. 1.0, #17
690-5253		Dsk, A/UX, V. 1.0, #18
690-5254		Dsk, A/UX, V. 1.0, #19
690-5255		Dsk, A/UX, V. 1.0, #20
690-5256		Dsk, A/UX, V. 1.0, #21
690-5257		Dsk, A/UX, V. 1.0, #22

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P/N	DESCRIPTION
690-5258	Dsk, A/UX, V. 1.0, #23
690-5259	Dsk, A/UX, V. 1.0, #24
690-5260	Dsk, A/UX, V. 1.0, #25
690-5261	Dsk, A/UX, V. 1.0, #26
690-5262	Dsk, A/UX, V. 1.0, #27
690-5263	Dsk, A/UX, V. 1.0, #28
690-5264	Dsk, A/UX, V. 1.0, #29
690-5265	Dsk, A/UX, V. 1.0, #30
690-5266	Dsk, A/UX, V. 1.0, #31
690-5267	Dsk, A/UX, V. 1.0, #32
690-5268	Dsk, A/UX, V. 1.0, #33
690-5269	Dsk, A/UX, V. 1.0, #34
690-5270	Dsk, A/UX, V. 1.0, #35
690-5271	Dsk, A/UX, V. 1.0, #36
690-5272	Dsk, A/UX, V. 1.0, #37
690-5273	Dsk, A/UX, V. 1.0, #38
690-5274	Dsk, A/UX, V. 1.0, #39
690-5275	Dsk, A/UX, V. 1.0, #40
690-5276	Dsk, A/UX, V. 1.0, #41
690-5277	Dsk, A/UX, V. 1.0, #42
690-5278	Dsk, A/UX, V. 1.0, #43
690-5279	Dsk, A/UX, V. 1.0, #44
690-5280	Dsk, A/UX, V. 1.0, #45
690-5281	Dsk, A/UX, V. 1.0, #46
690-5282	Dsk, A/UX, V. 1.0, #47
690-5283	Dsk, A/UX, V. 1.0, #48
690-5284	Dsk, A/UX, V. 1.0, #49
690-5285	Dsk, A/UX, V. 1.0, #50
690-5286	Dsk, A/UX, V. 1.0, #51
690-5287	Dsk, A/UX, V. 1.0, #52
690-5288	Dsk, A/UX, V. 1.0, #53
690-5290	Dsk, Floppy Launch, A/UX
690-5291	Dsk, Floppy Root, A/UX
690-5292	Dsk, Sash Utilities, A/UX
690-5296	Dsk, Tour of the Macintosh IIcx
690-5298	Dsk, TokenTalk NB User's Confidence Test
690-5299	Dsk, Software Overview, Mac II
690-5300	Dsk, A/S PC Workstation V1.1
690-5309	Dsk, Apple CD Setup 2.0.1, Macintosh
690-5310	Dsk, Tour of Macintosh IIx
690-5325	Dsk, MacX Applications
690-5327	Dsk, AppleTalk Internet Router, Installer
690-5328	Dsk, AppleTalk Internet Router, Upgrade Utilities
690-5344	Dsk, System Set-Up and Read Me, A/UX
690-5346	Dsk, System Checker, A/UX
690-5347	Dsk, DES, A/UX
690-5360	Dsk, Macintosh Systems Tools
690-5361	Dsk, Macintosh Printing Tools
690-5362	Dsk, Macintosh Utilities 1
690-5363	Dsk, Macintosh Utilities 2
690-5370	Dsk, Floppy Launch, V1.1, A/UX

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P/N	DESCRIPTION
690-5371	Dsk, Floppy Root, V1.1, A/UX
690-5372	Dsk, SASH Utilities, A/UX
690-5373	Dsk, File Index, V1.1, A/UX
690-5374	Dsk, MacX Fonts #1
690-5375	Dsk, MacX Fonts #2
690-5377	Dsk, Macintosh Utilities 2, Version 6.0.4
690-5378	Dsk, Macintosh System Tools, Version 6.0.4
690-5379	Dsk, Macintosh Print Tools, Version 6.0.4
690-5380	Dsk, Tour of Mac IIci
690-5381	Dsk, Hypercard Stack
690-5382	Dsk, Macintosh Utilities 1, Version 6.0.4
690-5386	Dsk, Apple CD Setup, AIIGS (3.5)
690-5388	Dsk, Training, Mac SE/30
690-5392	Dsk, AppleTalk for A/UX, #1
690-5393	Dsk, AppleTalk for A/UX, #2
690-5394	Dsk, AppleTalk for A/UX, #3
690-5395	Dsk, WorkStation Installer, AppleShare
690-5397	Dsk, Network & Communication Installer
690-5400	Dsk, A/UX, V1.1, #1
690-5401	Dsk, A/UX, V1.1, #2
690-5402	Dsk, A/UX, V1.1, #3
690-5403	Dsk, A/UX, V1.1, #4
690-5404	Dsk, A/UX, V1.1, #5
690-5405	Dsk, A/UX, V1.1, #6
690-5406	Dsk, A/UX, V1.1, #7
690-5407	Dsk, A/UX, V1.1, #8
690-5408	Dsk, A/UX, V1.1, #9
690-5409	Dsk, A/UX, V1.1, #10
690-5410	Dsk, A/UX, V1.1, #11
690-5411	Dsk, A/UX, V1.1, #12
690-5412	Dsk, A/UX, V1.1, #13
690-5413	Dsk, A/UX, V1.1, #14
690-5414	Dsk, A/UX, V1.1, #15
690-5415	Dsk, A/UX, V1.1, #16
690-5416	Dsk, A/UX, V1.1, #17
690-5417	Dsk, A/UX, V1.1, #18
690-5418	Dsk, A/UX, V1.1, #19
690-5419	Dsk, A/UX, V1.1, #20
690-5420	Dsk, A/UX, V1.1, #21
690-5421	Dsk, A/UX, V1.1, #22
690-5422	Dsk, A/UX, V1.1, #23
690-5423	Dsk, A/UX, V1.1, #24
690-5424	Dsk, A/UX, V1.1, #25
690-5425	Dsk, A/UX, V1.1, #26
690-5435	Dsk, TokenTalk Installer
690-5436	Dsk, SMB Installer
690-5437	Dsk, SMB File Transfer Utility File Exchange
690-5438	Dsk, Hard Drive SC, Set-Up
690-5439	Dsk, MacTerminal,2.3.1
690-5440	Dsk, AppleShare PC 2.0, 3.5
690-5501	Dsk, A/UX,System Set-up & Read Me

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P/N	DESCRIPTION
690-5502	Dsk, A/UX,System Checker
690-5504	Dsk, A/UX, SASH Utilities
690-5505	Dsk, A/UX,Stand-Alone Shell
690-5506	Dsk, A/UX,Floppy Launch
690-5507	Dsk, A/UX,Floppy Root
690-5508	Dsk, A/UX, File Index
690-5509	Dsk, A/UX, Version 1.1.1,#1
690-5510	Dsk, A/UX, Version 1.1.1, #2
690-5511	Dsk, A/UX, Version 1.1.1, #3
690-5512	Dsk, A/UX, Version 1.1.1, #4
690-5513	Dsk, A/UX, Version 1.1.1, #5
690-5514	Dsk, A/UX, Version 1.1.1, #6
690-5515	Dsk, A/UX, Version 1.1.1, #7
690-5516	Dsk, A/UX, Version 1.1.1, #8
690-5517	Dsk, A/UX, Version 1.1.1, #9
690-5518	Dsk, A/UX, Version 1.1.1, #10
690-5519	Dsk, A/UX, Version 1.1.1, #11
690-5520	Dsk, A/UX, Version 1.1.1, #12
690-5521	Dsk, A/UX, Version 1.1.1, #13
690-5522	Dsk, A/UX, Version 1.1.1, #14
690-5523	Dsk, A/UX, Version 1.1.1, #15
690-5524	Dsk, A/UX, Version 1.1.1, #16
690-5525	Dsk, A/UX, Version 1.1.1, #17
690-5526	Dsk, A/UX, Version 1.1.1, #18
690-5527	Dsk, A/UX, Version 1.1.1, #19
690-5528	Dsk, A/UX, Version 1.1.1, #20
690-5529	Dsk, A/UX, Version 1.1.1, #21
690-5530	Dsk, A/UX, Version 1.1.1, #22
690-5531	Dsk, A/UX, Version 1.1.1, #23
690-5532	Dsk, A/UX, Version 1.1.1, #24
690-5533	Dsk, A/UX, Version 1.1.1, #25
690-5534	Dsk, A/UX, Version 1.1.1, #26
690-5548	Dsk, A/UX, Version 1.1.1 #27
690-5551	Disk, Macintosh Utilities, 1, V6.0.5
690-5552	Disk, Macintosh Utilities, 2, V6.0.5
690-5553	Disk, Macintosh System Tools, V6.0.5
690-5554	Disk, Macintosh Print Tools, V6.0.5
690-5555	Disk, Tour of Macintosh IIfx
690-5556	Dsk, Looking into the Mac IIfx
690-5557	Dsk, MacX Fonts #3
690-5558	Dsk, MacX Communications
690-5559	Disk, Network & Communication Installation Pkg.
690-5561	Disk, HyperCard Stacks
690-5562	Disk, HyperCard Ideas
690-5563	Disk, HyperCard Help
690-5575	Dsk, Installation APL, SC
690-5576	Dsk, File Index A/UX
690-5577	Dsk, Installation Disk A/UX V. 2.0 #1
690-5578	Dsk, Installation Disk A/UX V. 2.0 #2
690-5579	Dsk, Installation Disk A/UX V. 2.0 #3
690-5580	Dsk, Installation Disk A/UX V. 2.0 #4

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P/N	DESCRIPTION
690-5581	Dsk, Installation Disk A/UX V. 2.0 #5
690-5582	Dsk, Installation Disk A/UX V. 2.0 #6
690-5583	Dsk, Installation Disk A/UX V. 2.0 #7
690-5584	Dsk, Installation Disk A/UX V. 2.0 #8
690-5585	Dsk, Installation Disk A/UX V. 2.0 #9
690-5586	Dsk, Installation Disk A/UX V. 2.0 #10
690-5587	Dsk, Installation Disk A/UX V. 2.0 #11
690-5588	Dsk, Installation Disk A/UX V. 2.0 #12
690-5589	Dsk, Installation Disk A/UX V. 2.0 #13
690-5590	Dsk, Installation Disk A/UX V. 2.0 #14
690-5591	Dsk, Installation Disk A/UX V. 2.0 #15
690-5592	Dsk, Installation Disk A/UX V. 2.0 #16
690-5593	Dsk, Installation Disk A/UX V. 2.0 #17
690-5594	Dsk, Installation Disk A/UX V. 2.0 #18
690-5595	Dsk, Installation Disk A/UX V. 2.0 #19
690-5596	Dsk, Installation Disk A/UX V. 2.0 #20
690-5597	Dsk, Installation Disk A/UX V. 2.0 #21
690-5598	Dsk, Installation Disk A/UX V. 2.0 #22
690-5599	Dsk, Installation Disk A/UX V. 2.0 #23
690-5600	Dsk, Installation Disk A/UX V. 2.0 #24
690-5601	Dsk, Installation Disk A/UX V. 2.0 #25
690-5602	Dsk, Installation Disk A/UX V. 2.0 #26
690-5603	Dsk, Installation Disk A/UX V. 2.0 #27
690-5604	Dsk, Installation Disk A/UX V. 2.0 #28
690-5605	Dsk, Installation Disk A/UX V. 2.0 #29
690-5606	Dsk, Installation Disk A/UX V. 2.0 #30
690-5607	Dsk, Installation Disk A/UX V. 2.0 #31
690-5608	Dsk, Kernel Archive A/UX
690-5612	Dsk, X11 Installation Disk A/UX #1
690-5613	Dsk, X11 Installation Disk A/UX #2
690-5614	Dsk, X11 Installation Disk A/UX #3
690-5615	Dsk, X11 Installation Disk A/UX #4
690-5616	Dsk, X11 Installation Disk A/UX #5
690-5617	Dsk, X11 Installation Disk A/UX #6
690-5618	Dsk, X11 Installation Disk A/UX #7
690-5619	Dsk, X11 Installation Disk A/UX #8
690-5620	Dsk, X11 Installation Disk A/UX #9
690-5621	Dsk, X11 Installation Disk A/UX #10
690-5622	Dsk, X11 Installation Disk A/UX #11
690-5623	Dsk, Release 4 Server Update for X11 #1
690-5624	Dsk, Release 4 Server Update for X11 #2
690-5634	Dsk, Krnl Arch, A/UX V. 2.0.1
690-5640	Dsk, HyperCard Light
690-5656	Dsk, N & C Installer, 1.4M
690-5677	Dsk, StyleWriter Installation
690-5680	Dsk, Mac Install #1, 7.0
690-5681	Dsk, Mac Install #2, 7.0
690-5683	Dsk, Printing, 7.0
690-5684	Dsk, Mac Basics, System 7.0
690-5685	Dsk, Fonts, 7.0
690-5686	Dsk, TidBits, 7.0

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P/N	DESCRIPTION
690-5687	Assy, Disk, Before You Install 7.0
690-5689	Dsk, System Checker, A/UX V. 2.0.1
690-5690	Dsk, Install 1, FDHD
690-5691	Dsk, Install 2, FDHD
690-5692	Dsk, Printing, FDHD
690-5693	Dsk, Tidbits, FDHD
690-5700	Dsk, More TidBits, 7.0
690-5701	Dsk, Personal LaserWriter Installation
690-5702	Dsk, Macintosh Printing Tools
690-5706	Dsk, A Closer Look at Your Macintosh IIsi
690-5708	Dsk, Macintosh Networking Basic Tours
690-5711	Dsk, TrueType Fonts
690-5713	Dsk, Inc. Update, A/UX V. 2.0.1., #1
690-5714	Dsk, Inc. Update, A/UX V. 2.0.1., #2
690-5715	Dsk, Inc. Update, A/UX V. 2.0.1., #3
690-5716	Dsk, Inc. Update, A/UX V. 2.0.1., #4
690-5717	Dsk, Inc. Update, A/UX V. 2.0.1., #5
690-5718	Dsk, Inc. Update, A/UX V. 2.0.1., #6
690-5719	Dsk, Inc. Update, A/UX V. 2.0.1., #7
690-5720	Dsk, Inc. Update, A/UX V. 2.0.1., #8
690-5721	Dsk, Inc. Update, A/UX V. 2.0.1., #9
690-5722	Dsk, Inc. Update, A/UX V. 2.0.1., #10
690-5723	Dsk, Inc. Update, A/UX V. 2.0.1., #11
690-5724	Dsk, Inc. Update, A/UX V. 2.0.1., #12
690-5726	Dsk, Read Me, A/UX V. 2.0.1
690-5727	Dsk, Start Up, A/UX V. 2.0.1
690-5728	Dsk, Start Up Utility, A/UX V. 2.0.1
690-5729	Dsk, Floppy Root, A/UX V. 2.0.1
690-5730	Dsk, Floppy Launch, A/UX V. 2.0.1
690-5731	Dsk., System Start-Up
690-5732	Dsk., System Additions
690-5733	Dsk., Macintosh System Tools, V6.0.7
690-5734	Dsk., Macintosh Printing Tools, V6.0.7
690-5735	Dsk., Macintosh Utilities 1, V6.0.7
690-5736	Dsk., Macintosh Utilities 2, V6.0.7
690-5740	Dsk, X11 Installation DIsk #1, X Window
690-5741	Dsk, X11 Installation Disk #2, X Window
690-5742	Dsk, X11 Installation Disk #3, X Window
690-5743	Dsk, X11 Installation Disk #4, X Window
690-5744	Dsk, X11 Installation Disk #5, X Window
690-5745	Dsk, X11 Installation DIsk #6, X Window
690-5746	Dsk, X11 Installation DIsk #7, X Window
690-5747	Dsk, X11 Installation Disk #8, X Window
690-5748	Dsk, X11 Installation Disk #9, X Window
690-5749	Dsk, X11 Installation Disk #10, X Window
690-5750	Dsk, X11 Installation Disk #11, X Window
690-5751	Dsk, X11 Installation Disk #12, X Window
690-5752	Dsk, Application, MacX
690-5753	Dsk, Fonts, Disk #1, MacX
690-5754	Dsk, Fonts, Disk #2, Mac X
690-5755	Dsk, Fonts, Disk #3, MacX

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P/N		DESCRIPTION
690-5759		Dsk, Communications 1, MacX
690-5760		Dsk, Communications, MacX
690-5761		Dsk, Macintosh Basics
690-5762		Dsk, Network Product Installer, MacX
690-5765		Dsk, HyperCard with Audio V. 2.1
690-5767		Dsk, File Index, A/UX V. 2.0.1
690-5768		Dsk, A/UX V. 2.0.1, #1
690-5769		Dsk, A/UX V. 2.0.1, #2
690-5770		Dsk, A/UX V. 2.0.1, #3
690-5771		Dsk, A/UX V. 2.0.1, #4
690-5772		Dsk, A/UX V. 2.0.1, #5
690-5773		Dsk, A/UX V. 2.0.1, #6
690-5774		Dsk, A/UX V. 2.0.1, #7
690-5775		Dsk, A/UX V. 2.0.1, #8
690-5776		Dsk, A/UX V. 2.0.1, #9
690-5777		Dsk, A/UX V. 2.0.1, #10
690-5778		Dsk, A/UX V. 2.0.1, #11
690-5779		Dsk, A/UX V. 2.0.1, #12
690-5780		Dsk, A/UX V. 2.0.1, #13
690-5781		Dsk, A/UX V. 2.0.1, #14
690-5782		Dsk, A/UX V. 2.0.1, #15
690-5783		Dsk, A/UX V. 2.0.1, #16
690-5784		Dsk, A/UX V. 2.0.1, #17
690-5785		Dsk, A/UX V. 2.0.1, #18
690-5786		Dsk, A/UX V. 2.0.1, #19
690-5787		Dsk, A/UX V. 2.0.1, #20
690-5788		Dsk, A/UX V. 2.0.1, #21
690-5789		Dsk, A/UX V. 2.0.1, #22
690-5791		Dsk, A/UX V. 2.0.1, #23
690-5792		Dsk, A/UX V. 2.0.1, #24
690-5793		Dsk, A/UX V. 2.0.1, #25
690-5794		Dsk, A/UX V. 2.0.1, #26
690-5795		Dsk, A/UX V. 2.0.1, #27
690-5796		Dsk, A/UX V. 2.0.1, #28
690-5797		Dsk, A/UX V. 2.0.1, #29
690-5798		Dsk, A/UX V. 2.0.1, #30
690-5799		Dsk, A/UX V. 2.0.1, #31
690-5800		Dsk, A/UX V. 2.0.1, #32
690-5801		Dsk, A/UX V. 2.0.1, #33
690-5802		Dsk, A/UX V. 2.0.1, #34
690-5808		Dsk, Installation Tools, A/UX V. 2.0.1
690-5810		Dsk, N&C Installer, Macintosh IIsi
690-5818		Dsk, CD-Rom Start-Up
690-5819		Dsk, Disk Tools, FDHD
690-5821		Dsk, Fonts, FDHD
690-5963	◊	Dsk, HyperCard Program
690-5965		Dsk, HyperCard Lite Program V. 2.1
690-5966		Dsk, HyperCard Lite Stacks V. 2.1
690-6002	◊	Dsk, MacDraw
690-6003	◊	Dsk, Guided Tour, MacDraw
690-6009		Dsk, Apple CD Set-Up, V3.0

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P/N		DESCRIPTION
690-6015		Dsk, Macintosh Basics Tour, Macintosh Portable
690-6017		Dsk, HyperCard Program
690-6018		Dsk, HyperCard Stacks
690-6021		Dsk, Mac Portable Update
690-6023		Dsk, Macintosh II System (Replaced by 690-5220)
690-6024		Dsk, Macintosh II Utilities (Repl by 690-5167 & 690-5168)
690-6026		Dsk, A/UX
690-6030		Dsk, Stand-Alone Shell, A/UX
690-6031		Dsk, X11 Installer, X Window
690-8048		Dsk, CD Set-Up 3.0.2
691-0002		Dsk, Apple Presents the IIc/Apple at Work (2 sided)
691-0003		Dsk, Inside Story and Logo
691-0004		Dsk, Apple Presents the IIc Apple At Play (2 sided)
691-0005		Dsk, Apple Presents Apple Logo II (2 sided)
691-0006	◊	Dsk, Apple Presents AppleWorks (2 sided)
691-0007	◊	Dsk, AppleWorks Start-Up & Program (2 sided)
691-0009		Dsk, Apple Presents AppleWriter Version 2.0 (2 sided)
691-0010	◊	Dsk, AppleWorks Start Up & Program
691-0011	◊	Dsk, Apple Presents Works 1 & 2
691-0013		Dsk, Apple Presents Instant Pascal Mouse V.I (2 sided)
691-0014		Dsk, Apple IIc Apple at Work
691-0015		Dsk, Apple Presents IIc, Exploring Apple Logo Inside Story
691-0016		Dsk, Apple Presents the IIc, An Intro/Apple at Play
691-0020		Dsk, Apple Presents the IIe, An Intro/The Inside Story
691-0026		Dsk, Instant Pascal Startup/Program
691-0027		Dsk, Instant Pascal Sample Program
691-0028		Dsk, Apple Presents Instant Pascal Keyboard V.I (2 sided)
691-0032		Dsk, ProDOS Apple II Systems Utilities (5.25)
691-0033		Dsk, Apple At Work/Getting Down to Basics
691-0034	◊	Dsk, AppleWorks Sample Files
691-0035		Dsk, Intro/Inside Story
691-0039		Dsk, VideoMix for the Apple IIe (5.25)

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APPLE MANUAL PURCHASE PROGRAM

To support customers who have lost a manual or who want to purchase an additional manual, you can purchase hardware and software manuals in single quantities through your Customer Service Center. The Apple Manual Purchase Program Price List in this section lists the manuals available and their prices. Please note:

- The purchase of hardware and software manuals is not subject to Service's $50 minimum parts order restriction.
- Most software manuals are not available for purchase because of the concern about software piracy; only System Software and Utility manuals are excluded from this policy.

Program Description

- The Apple Manual Purchase Program allows a customer to purchase hardware and software manuals in single quantities.
- The program is designed to provide a solution to a customer's requests for extra manuals with no investment in Service inventory.
- Apple will furnish customers with essentially the same manuals originally purchased. **Note:** Manuals furnished may be substitutes for original manuals or updated versions.
- Apple provides the list of supported manuals and their prices in this section. This list is updated as needed. **Only the manuals on this list can be purchased through the Apple Manual Purchase Program.**

Guidelines For Purchasing Additional Manuals

- When a customer comes into your dealership requesting additional manuals, **always check the list of supported manuals to ensure that the customer's manual is covered under this program**.

- Once you have determined that the manual is covered under this program, you may order it for your customer through Customer Service Administration.

- Orders, once received by Apple, are processed within 48 hours. Therefore, including shipping time, the turnaround time for a manual purchase order is three to four weeks.

Note: **Apple does not recommend that you furnish customers with manuals from your Finished Goods inventory, because manuals furnished under this program may be substitute or updated versions of the customer's original manual.**

Manuals Not Covered By The Program

- Manuals **missing** from Finished Goods packages will not be replaced through this program. The return procedures established with your Apple Support Center will apply to packages that have missing items. Refer to the Missing Items Procedures in this section for information regarding the manuals missing from Finished Goods packages.

Claris™-Supported Products

The following Apple products have transitioned to the Claris logo:

MacWrite
MacDraw
MacPaint
MacProject
AppleWorks

Manuals for these products are no longer supported by Apple. Claris has assumed support for these products. If customers contact you for additional copies of one of these items, please instruct them to call Claris (408) 727-8227.

America On-Line (Quantum) Supported Products

The following Apple product is supported by Quantum:

America On-Line

Apple manuals for this product are no longer supported by Apple. Quantum is responsible for the support of this product. If customers contact you for additional manuals, please instruct them to call Quantum at 1-(800)-227-6364 in the United States, or (703) 893-6288 in Canada, or write:

Quantum
8619 Westwood Center Drive
Vienna, VA 22182

List Of Supported Manuals

The Apple Manual Purchase Program Price List begins on the following page. Only the products on this list are covered by the Manual Purchase Program.

Refer to the following legend when using the Apple Manual Purchase Program List.

- Indicates a change to either the part number, description, or price.

Apple Manual Purchase Program List On AppleLink

For easy access, the Apple Manual Purchase Program Price List is located in two places on AppleLink: 1) An Excel file is located under the Service & Support icon in the Service Price Lists folder. This allows you to easily download this list as a disk file and maintain your own copy using Excel or other compatible spreadsheet/database programs. 2) An AppleLink-format file continues to be located under the Service Info library icon. Each month, this information is updated in conjunction with the Apple Manual Purchase Program Price List in the *Service Programs* mailing.

P/N		DESCRIPTION	DEALER PRICE
030-0016		Mnl, Apple MIDI Interface Owner's Guide	$ 10.00
030-0043	†	Mnl, LocalTalk Cble Sys Owner's Guide	10.00
030-0051	†	Mnl, LocalTalk Custom Wiring Kit	10.00
030-0200		Mnl, Apple IIe Hand Controller	10.00
030-0408		Mnl, AIIe 80-Column Text Card	10.00
030-0416		Mnl, UniDisk/DuoDisk Owner's	10.00
030-0423	†	Mnl, ImageWriter II Owner's Guide	15.00
030-0522		Mnl, Owner's Guide, ImageWriter II	10.00
030-0563		Mnl, Apple IIe Joystick	10.00
030-0564		Mnl, Apple IIe Numeric Keypad	10.00
030-0582		Mnl, User's Guide, Ethernet LC Card	5.00
030-0687	*	Mnl, Macintosh	20.00
030-0715		Mnl, DuoDisk Owner's	10.00
030-0730		Mnl, ImageWriter User's Manual; Pt I: Reference	20.00
030-0812		Mnl, ImageWriter II / LQ AppleTalk Option User's Guide	10.00
030-0941		Mnl, Monitor IIc User's	10.00
030-0943		Mnl, Monitor IIc: User's	10.00
030-0955	†	Mnl, Apple SCSI Cable System	10.00
030-0961		Mnl, Apple Mouse IIc User's	10.00
030-0975		Mnl, AppleLine	15.00
030-1030		Mnl, Apple IIc Owner's	15.00
030-1127		Mnl, Setting Up Your Apple IIc	10.00
030-1143	*	Mnl, About Your Enhanced Apple IIe Prog's Guide	30.00
030-1151	†	Mnl, Apple II UniDisk 3.5 Owner's	15.00
030-1196		Mnl, Apple IIc Programmer's Guide to the 3.5 ROM	15.00
030-1209		Mnl, Apple II Memory Expansion Card User's	10.00
030-1224		Mnl, AppleColor Monitor Installation	10.00
030-1228		Mnl, Hard Disk 20	15.00
030-1245		Mnl, Macintosh Plus Internal Disk Drive	10.00
030-1258		Mnl, Apple II Super Serial Card User's	10.00
030-1294	†	Mnl, Setting Up Your Apple IIGS	10.00
030-1296	†*	Mnl, LaserWriter and LaserWriter Plus	15.00
030-1300		Mnl, From Apple IIe to Apple IIGS Performance Update	10.00
030-1312		Mnl, Portrait Display Monitor Owner's Guide	10.00
030-1330		Mnl, Apple IIc Memory Expansion Card Owner's Guide	15.00
030-1334	†	Mnl, Apple IIc Plus Owner's Guide	15.00
030-1346	†	Mnl, Apple IIe Owner's Guide	25.00
030-1442		Mnl, Apple Data Modem 2400 Owner's Guide	10.00
030-1475	†	Mnl, Hard Disk SC	15.00
030-1480		Mnl, Apple 5.25 Drive Owner's Guide	5.00
030-1487	†	Mnl, Apple Scanner Owner's Guide	15.00
030-1507		Mnl, 1.4MB FDHD	10.00
030-1518	†	Mnl, Apple II Video Overlay CD Owner's	10.00
030-1563		Mnl, Macintosh 12" RGB Display	10.00
030-1592		Mnl, Owner's Manual, APL, NT	20.00
030-1595		Mnl, Owner's Manual, APL, SC	20.00
030-1613		Mnl, Owner's Guide, Hard Disk SC	20.00
030-1622	†	Mnl, Apple IIGS System Software, 5.0	20.00
030-1633		Mnl, AppleTalk Network User's Guide for Apple IIGS, 5.0	15.00
030-1657		Mnl, Owner's Guide, Macintosh 12" Monochrome Display	5.00
030-2001	†	Mnl, Apple Personal Modem User's Guide	10.00

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P/N		DESCRIPTION	DEALER PRICE
030-2005		Mnl, ImageWriter II Installation	$ 10.00
030-2050	†	Mnl, Apple 3.5 Drive Owner's Guide	10.00
030-2098	†	Mnl, EtherTalk Installation Guide	10.00
030-2133	†	Mnl, Macintosh Utilities User's Guide	15.00
030-2136	†	Mnl, AppleShare PC User's Guide	25.00
030-2161		Mnl, Apple LocalTalk PC Card Owner's Guide	10.00
030-2167	†	Mnl, AppleShare IIGS User's Guide	10.00
030-2216		Mnl, EtherTalk User's Guide	10.00
030-2327		Mnl, Ethernet NB Owner's Guide	10.00
030-3068	†	Mnl, ImageWriter LQ Owner's Guide	25.00
030-3083		Mnl, Apple Hi-Resolution Monochrome Monitor	10.00
030-3085		Mnl, AppleColor Hi-Resolution RGB Monitor	10.00
030-3106		Mnl, AppleColor RGB Monitor Owner's Guide	10.00
030-3110		Mnl, Apple Monochrome Monitor Owner's Guide	10.00
030-3118		Mnl, Apple II SCSI Card (Small Computer System Interface)	15.00
030-3176		Mnl, Apple Mouse II	10.00
030-3191	†	Mnl, LaserWriter IISC Owner's Guide	25.00
030-3278	†	Mnl, Macintosh Portable, Pocket Guide	15.00
030-3280	†	Mnl, Macintosh Portable,Owner's Guide	20.00
030-3281	†	Mnl, Mac Sys Software User's Guide, V 6.0	15.00
030-3290	†	Mnl, Macintosh II Owner's Guide	25.00
030-3294		Mnl, Macintosh Plus Owner's Guide	15.00
030-3326	†	Mnl, Mac IIx Owner's Guide	15.00
030-3338	†	Mnl, Macintosh IIcx Owner's Guide	15.00
030-3370		Mnl, Mac SE Owner's Guide	15.00
030-3381		Mnl,TokenTalk NB User's Guide	10.00
030-3391		Mnl, Apple Two-Page Monochrome Monitor	5.00
030-3399	†	Mnl, Systems Software Guide, V 6.0.4	30.00
030-3418		Mnl, User's Guide, Macintosh Utilities	20.00
030-3450		Mnl, Owner's Guide, LW II NT/NTX	15.00
030-3461		Mnl., Special Features, Macintosh LC	10.00
030-3479		Mnl, Special Options & Tech. Info Mac IIcx	10.00
030-3482		Mnl, Special Options & Tech. Info Mac IIfx	10.00
030-3495		Mnl, Special Features, Macintosh IIsi	10.00
030-3496		Mnl, Setting Up Your Macintosh IIsi	15.00
030-3516		Mnl, Set-Up Guide, Macintosh IIci	15.00
030-3519		Mnl., Special Features, Mac SE/30	5.00
030-3521		Mnl, Special Features of Your Macintosh IIci	5.00
030-3523		Mnl., Setting Up Your Macintosh LC	10.00
030-3904		Mnl, Macintosh Reference	25.00
030-3906		Mnl, Getting Started with Your Macintosh	15.00
030-3909		Mnl, Setting Up Your Macintosh IIfx	10.00
030-3910		Mnl, Macintosh IIfx Special Options and Tech Info	10.00
030-3920		Mnl, Setting Up Your Macintosh Portable	5.00
030-3923		Mnl, Setting Up Your Mac SE/30	10.00
030-3930		Mnl, Handbook, Macintosh Portable	5.00
030-3934		Mnl, Macintosh Reference	30.00
030-4005		Mnl, Owner's Guide, Ethernet Thin Coax Transceiver	5.00
030-4009		Mnl, Apple Ethernet AUI Adapter Owner's Guide	10.00
030-4014		Mnl, Getting Started with Macintosh	15.00
030-4015		Mnl, Macintosh Reference	10.00

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P/N		DESCRIPTION	DEALER PRICE
030-4018		Mnl, Setting Up Your Macintosh Classic	$ 15.00
030-4020		Mnl, Special Features, Macintosh Classic	10.00
030-5025		Mnl, Personal LaserWriter Owner's Guide	10.00
030-5109		Mnl, CD SC Owner's Guide	15.00
030-5116		Mnl, StyleWriter Owner's Guide	10.00
030-5571	†	Mnl, Tape Back Up 40SC Owner's Guide	15.00
030-5631		Mnl, Apple Tape BackUp 40SC Owner's Guide	15.00
031-0057		Quick SetUp Guide, APL, NT	10.00
031-0075		Quick SetUp Guide, APL, SC	10.00
072-8220		Job Aid, AppleCAT LaserWriter Quick Reference	5.00
072-8221		Job Aid, AppleCAT Macintosh SE Quick Reference	5.00
072-8222		Job Aid, AppleCAT Macintosh II/IIx Quick Reference	5.00

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MISSING ITEMS CLAIMS PROGRAM

The Missing Items Claims Program allows customers to quickly obtain certain itemized parts missing from an Apple Finished Goods equipment box.

This revised Missing Items Claims Program covers missing items that meet these two criteria:

1) They are listed on the packing list.

2) They are non-major items.
Examples of non-major items are power cords, monitor cables, diskettes, and manuals. (CPUs or hard drives do not qualify as non-major items.)

If customers are missing non-major items, just contact the Apple Assistance Center (AAC), using the toll-free number listed on the bottom of most U.S. Packing lists. (Most packing lists accompanying products include the toll-free number; however, due to sell-through rates, some products received by customers will not include this 800 number.) As a reminder, the Apple Assistance Center is normally available only for end users. However, to facilitate this new Missing Items process, the center will handle Service Provider calls in this situation only.

Apple expects to fulfill all Missing Items claims within 48 hours. If an item is not immediately available, the Apple Assistance Center will notify the customer of a longer turnaround time.

In the unlikely event that a customer is missing a *major* item—for example, a hard drive—follow your normal procedure of contacting your regional Apple Support Center.

MANUAL PURCHASE PROGRAM

To support customers who have lost a manual or who want to purchase an additional manual, you can purchase hardware and software manuals in single quantities through your Customer Service Center. The Manual Purchase Program Price List in this section lists the manuals available and their prices. Please note:

- The purchase of hardware and software manuals is not subject to Service's $50 minimum parts order restriction.
- Most software manuals are not available for purchase because of the concern about software piracy; only System Software and Utility manuals are excluded from this policy.

Program Description

- The Apple Manual Purchase Program allows a customer to purchase hardware and software manuals in single quantities.
- The program is designed to provide a solution to a customer's requests for extra manuals with no investment in Service inventory.
- Apple will furnish customers with essentially the same manuals originally purchased. **Note:** Manuals furnished may be substitutes for original manuals or updated versions.
- Apple provides the list of supported manuals and their prices in this section. This list is updated as needed. **Only the manuals on this list can be purchased through the Manual Purchase Program.**

Guidelines For Purchasing Additional Manuals

- When a customer comes into your dealership requesting additional manuals, **always check the list of supported manuals to ensure that the customer's manual is covered under this program.**

- Once you have determined that the manual is covered under this program, you may order it for your customer through Customer Service Administration.

- Orders, once received by Apple, are processed within 48 hours. Therefore, including shipping time, the turnaround time for a manual purchase order is three to four weeks.

Note: **Apple does not recommend that you furnish customers with manuals from your Finished Goods inventory, because manuals furnished under this program may be substitute or updated versions of the customer's original manual.**

Manuals Not Covered By The Program

- Manuals **missing** from Finished Goods packages will not be replaced through this program. The return procedures established with your Apple Support Center will apply to packages that have missing items. Refer to the Missing Items Procedures in this section for information regarding the manuals missing from Finished Goods packages.

CLARIS-SUPPORTED PRODUCTS

The following Apple products have transitioned to the Claris logo:

MacWrite
MacDraw
MacPaint
MacProject
AppleWorks

Manuals for these products are no longer supported by Apple. Claris has assumed support for these products. If customers contact you for additional copies of one of these items, please instruct them to call Claris (408) 727-8227.

AMERICA ON-LINE (QUANTUM) SUPPORTED PRODUCTS

The following Apple product is supported by Quantum:

America On-Line

Apple manuals for this product are no longer supported by Apple. Quantum is responsible for the support of this product. If customers contact you for additional manuals, please instruct them to call Quantum at 1-(800)-227-6364 in the United States, or (703) 893-6288 in Canada, or write:

Quantum
8619 Westwood Center Drive
Vienna, VA 22182

LIST OF SUPPORTED MANUALS

The Manual Purchase Program Price List begins on the following page. Only the products on this list are covered by the Manual Purchase Program.

Refer to the following legend when using the Manual Purchase Program List.

- Indicates a change to either the part number, description, or price.

MANUAL PURCHASE PROGRAM LIST ON APPLELINK

For easy access, the Manual Purchase Program Price List is located in two places on AppleLink: 1) An Excel file is located under the Service & Support icon in the Service Price Lists folder. This allows you to easily download this list as a disk file and maintain your own copy using Excel or other compatible spreadsheet/database programs. 2) An AppleLink-format file continues to be located under the Service Info library icon. Each month, this information is updated in conjunction with the Manual Purchase Program Price List in the *Service Programs* mailing.

P/N		DESCRIPTION	DEALER PRICE
030-0004	◊†	Mnl, Apple II Reference	$ 15.00
030-0016		Mnl, Apple MIDI Interface Owner's Guide	10.00
030-0043	†	Mnl, LocalTalk Cble Sys Owner's Guide	10.00
030-0051	†	Mnl, LocalTalk Custom Wiring Kit	10.00
030-0200		Mnl, Apple IIe Hand Controller	10.00
030-0356	†	Mnl, Apple IIe Owner's	15.00
030-0371		Mnl, Parallel Interface Card Installation and Operating	10.00
030-0408		Mnl, AIIe 80-Column Text Card	10.00
030-0416		Mnl, UniDisk/DuoDisk Owner's	10.00
030-0423	†	Mnl, ImageWriter II Owner's Guide	15.00
030-0466		Mnl, ProFile Owner's	10.00
030-0563		Mnl, Apple IIe Joystick	10.00
030-0564		Mnl, Apple IIe Numeric Keypad	10.00
030-0598		Mnl, Monitor II User's	10.00
030-0687	*	Mnl, Macintosh	20.00
030-0715		Mnl, DuoDisk Owner's	10.00
030-0730		Mnl, ImageWriter User's Manual; Pt I: Reference	20.00
030-0812		Mnl, ImageWriter II / LQ AppleTalk Option User's Guide	10.00
030-0941		Mnl, Monitor IIc User's	10.00
030-0943		Mnl, Monitor IIc: User's	10.00
030-0955	†	Mnl, Apple SCSI Cable System	10.00
030-0961		Mnl, Apple Mouse IIc User's	10.00
030-0975		Mnl, AppleLine	15.00
030-1030		Mnl, Apple IIc Owner's	15.00
030-1127		Mnl, Setting Up Your Apple IIc	10.00
030-1143	*	Mnl, About Your Enhanced Apple IIe Prog's Guide	30.00
030-1151	†	Mnl, Apple II UniDisk 3.5 Owner's	15.00
030-1196		Mnl, Apple IIc Programmer's Guide to the 3.5 ROM	15.00
030-1209		Mnl, Apple II Memory Expansion Card User's	10.00
030-1224		Mnl, AppleColor Monitor Installation	10.00
030-1228		Mnl, Hard Disk 20	15.00
030-1245		Mnl, Macintosh Plus Internal Disk Drive	10.00
030-1256	†	Mnl, AppleTalk PC Card	15.00
030-1258		Mnl, Apple II Super Serial Card User's	10.00
030-1264	†	Mnl, Apple II Utilities Guide	15.00
030-1294	†	Mnl, Setting Up Your Apple IIGS	10.00
030-1296	†*	Mnl, LaserWriter and LaserWriter Plus	15.00
030-1300		Mnl, From Apple IIe to Apple IIGS Performance Update	10.00
030-1312		Mnl, Portrait Display Monitor Owner's Guide	10.00
030-1330		Mnl, Apple IIc Memory Expansion Card Owner's Guide	15.00
030-1334	†	Mnl, Apple IIc Plus Owner's Guide	15.00
030-1346	†	Mnl, Apple IIe Owner's Guide	25.00
030-1414	†	Mnl, AppleFax™ Modem User's Guide	25.00
030-1475	†	Mnl, Hard Disk SC	15.00
030-1480		Mnl, Apple 5.25 Drive Owner's Guide	5.00
030-1484		Mnl, Apple II System Disk User's Guide	15.00
030-1487	†	Mnl, Apple Scanner Owner's Guide	15.00
030-1495	†	Mnl, AIIGS System Disk User's Guide	15.00
030-1502	†	Mnl, Apple IIGS Owner's Guide (Replaced by 030-1627)	25.00
030-1507		Mnl, 1.4MB FDHD	10.00
030-1518	†	Mnl, Apple II Video Overlay CD Owner's	10.00

◊ Claris Supported
Ω Quantum Supported
† Technical Reference
* Black and White Reproduction

P/N		DESCRIPTION	DEALER PRICE
030-1544	†	Mnl, Mac SE/30 Owner's Guide	$ 15.00
030-1592		Mnl, Owner's Manual, APL, NT	20.00
030-1595		Mnl, Owner's Manual, APL, SC	20.00
030-1613		Mnl, Owner's Guide, Hard Disk SC	20.00
030-1622	†	Mnl, Apple IIGS System Software, 5.0	20.00
030-1626		Mnl, Getting Started with Your Apple IIGS	15.00
030-1627	†	Mnl, Apple IIGS Owner's Reference,1 MB	30.00
030-1633		Mnl, AppleTalk Network User's Guide for Apple IIGS, 5.0	15.00
030-2001	†	Mnl, Apple Personal Modem User's Guide	10.00
030-2005		Mnl, ImageWriter II Installation	10.00
030-2028		Mnl, Apple II System Utilities	15.00
030-2050	†	Mnl, Apple 3.5 Drive Owner's Guide	10.00
030-2098	†	Mnl, EtherTalk Installation Guide	10.00
030-2104		Mnl, Apple PC 5.25 Drive	15.00
030-2133	†	Mnl, Macintosh Utilities User's Guide	15.00
030-2136	†	Mnl, AppleShare PC User's Guide	25.00
030-2161		Mnl, Apple LocalTalk PC Card Owner's Guide	10.00
030-2167	†	Mnl, AppleShare IIGS User's Guide	10.00
030-2216		Mnl, EtherTalk User's Guide	10.00
030-3068	†	Mnl, ImageWriter LQ Owner's Guide	25.00
030-3083		Mnl, Apple Hi-Resolution Monochrome Monitor	10.00
030-3085		Mnl, AppleColor Hi-Resolution RGB Monitor	10.00
030-3106		Mnl, AppleColor RGB Monitor Owner's Guide	10.00
030-3110		Mnl, Apple Monochrome Monitor Owner's Guide	10.00
030-3118		Mnl, Apple II SCSI Card (Small Computer System Interface)	15.00
030-3176		Mnl, Apple Mouse II	10.00
030-3191	†	Mnl, LaserWriter IISC Owner's Guide	25.00
030-3215	†	Mnl, LaserWriter IINT/NTX Owner's Guide	25.00
030-3278	†	Mnl, Macintosh Portable, Pocket Guide	15.00
030-3280	†	Mnl, Macintosh Portable,Owner's Guide	20.00
030-3281	†	Mnl, Mac Sys Software User's Guide, V 6.0	15.00
030-3290	†	Mnl, Macintosh II Owner's Guide	25.00
030-3294		Mnl, Macintosh Plus Owner's Guide	15.00
030-3326	†	Mnl, Mac IIx Owner's Guide	15.00
030-3338	†	Mnl, Macintosh IIcx Owner's Guide	15.00
030-3370		Mnl, Mac SE Owner's Guide	15.00
030-3381		Mnl,TokenTalk NB User's Guide	10.00
030-3391		Mnl, Apple Two-Page Monochrome Monitor	5.00
030-3399	†	Mnl, Systems Software Guide, V 6.0.4	30.00
030-3403	†	Mnl, Owner's Guide, Macintosh IIci	20.00
030-3418		Mnl, User's Guide, Macintosh Utilities	20.00
030-3450		Mnl, Owner's Guide, LW II NT/NTX	15.00
030-3479		Mnl, Special Options & Tech. Info Mac IIcx	10.00
030-3482		Mnl, Special Options & Tech. Info Mac IIfx	10.00
030-3904		Mnl, Macintosh Reference	25.00
030-3906		Mnl, Getting Started with Your Macintosh	15.00
030-3909		Mnl, Setting Up Your Macintosh IIfx	10.00
030-3910		Mnl, Macintosh IIfx Special Options and Tech Info	10.00
030-3923		Mnl, Setting Up Your Mac SE/30	10.00
030-5109		Mnl, CD SC Owner's Guide	15.00
030-5571	†	Mnl, Tape Back Up 40SC Owner's Guide	15.00

◊ Claris Supported
Ω Quantum Supported
† Technical Reference
* Black and White Reproduction

P/N	DESCRIPTION	DEALER PRICE
030-5631	Mnl, Apple Tape BackUp 40SC Owner's Guide	$ 15.00
031-0057	Quick SetUp Guide, APL, NT	10.00
031-0075	Quick SetUp Guide, APL, SC	10.00
072-8220	Job Aid, AppleCAT LaserWriter Quick Reference	5.00
072-8221	Job Aid, AppleCAT Macintosh SE Quick Reference	5.00
072-8222	Job Aid, AppleCAT Macintosh II/IIx Quick Reference	5.00
073-0105	Mnl, Mac. Port. for the Serv. Tech., Quick Reference Guide	5.00
073-0111	Mnl, Mac II Fam. for the Serv. Tech., Quick Reference Guide	5.00
073-0274	Mnl, Apple Personal LaserWriter Quick Reference Guide	5.00

◊ Claris Supported
Ω Quantum Supported
† Technical Reference
* Black and White Reproduction

OTHER SPECIALTY PROGRAMS

Apple offers support programs to provide customers with the ability to perform self-service. These are the VAR Servicing Seller, the Servicing Account, and the Dealer-Sponsored Servicing Owner Programs. These programs fill service needs that cannot ordinarily be met by Apple dealers. Under these programs, Servicing Sellers, Servicing Accounts, and Dealer-Sponsored Servicing Owners essentially develop the same service capabilities as authorized Apple dealers.

VAR Servicing Seller Program

The Servicing Seller Program is available for Apple Value-Added Resellers (VARs) who sell Apple products. Servicing Sellers are required to send a service specialist through Apple's Service Training. Servicing Sellers are also required to provide service for all Apple equipment they sell and offer their own warranty. With prior written approval from Apple, approved VARs may sell Apple**Care**.

Servicing Account Program

The Servicing Account Program makes it possible for owners of a large number of Apple systems to develop their own service capability. The major requirements for approval as a Servicing Account are: 1) that there is a very large installed base of Apple systems in one location, and 2) that the owner of the systems is a direct Apple customer, or 3) that the account has unique service requirements that make other service options impractical.

Servicing Accounts are required to send a service specialist through Apple's Service Training. Servicing Accounts are authorized to service only the Apple equipment they own, and may also perform warranty service on that equipment. Servicing Accounts do not participate in the Apple**Care** program. Lastly, Servicing Accounts are expected to maintain a minimum purchase activity of $100.00 per month.

Dealer-Sponsored Servicing Owner

The Dealer Sponsored Servicing Owner program (DSSO) is a flexible self-service option designed for customers who wish to perform their own service on Apple equipment. Apple has two options that enable end users to purchase the training and service necessary to repair their Apple products. The options are:

- Dealer Sponsored Servicing Owner (DSSO)
- Self-Servicing Account – direct relationship with Apple

Since requirements to become a Servicing Account are stringent, many organizations do not qualify. Apple feels that the service needs of a customer who does not qualify as a Servicing Account can best be satisfied through an arrangement with an authorized Apple Dealer, whereby the Dealer sponsors the Servicing Owner. Under this arrangement an Apple Dealer can assist those customers who desire self-servicing capability by offering service training, by selling service modules and parts, and by answering technical repair questions. More importantly, it is an opportunity to maintain close contact with Apple customers and at the same time generate increased service revenue.

Apple recommends that if a dealer sponsors a Servicing Owner, the arrangement be formalized through a written contract. The contract between the dealer and the end-user organization, which does not involve Apple, should address both parties' expectations. There are a number of considerations outlined below that both the dealer and the Servicing Owner should agree on (e.g. typical module turnaround, pricing, etc.).

Servicing Owner Expectations

1. Purchase service spares, modules and parts directly from the sponsoring Dealer. Dealers may sell to these Servicing Owners, service stock, replacement parts, diagnostics, special tools, technical procedures, and video tapes.

2. Service and maintain only their own Apple equipment. It is not the intent of this arrangement to set up third-party maintenance organizations. Dealers are free to sell service parts for repair purposes but not for resale.

3. Exchange defective modules through the sponsoring Dealer.

4. Have the sponsoring Dealer arrange for your service technician to attend the Service Training Curriculum on the Apple equipment you plan to service. This training will include a module on Safety Procedures.

5. Have the sponsoring Dealer answer service and support questions. The sponsoring Dealer should be relied upon to answer all technical questions relating to the repair of their Apple equipment.

6. Assume full responsibility for any damage to equipment or other property or for injury to the person performing the repair or others which results from the organization's decision to undertake the repair. It is important that the self-servicing organization understand that they assume full responsibility and liability for their actions.

Authorized Apple Dealer Expectations:

1. Evaluate service stock and parts inventory to meet the needs of the Servicing Owner and recommend Servicing Owner stocking levels.

2. Receive an agreed upon margin on the sale of service parts and exchange modules with the Servicing Owner. The Dealer and Servicing Owner are, of course, free to negotiate their own pricing.

3. Arrange for the Servicing Owner's technician(s) to attend Apple Certification Training on the Apple equipment they plan to service.

4. Support the technical repair requirements of the Servicing Owner. The Dealer is responsible for answering the Servicing Owner's technical support questions dealing with the repair of Apple products. The Apple regional technical support group will not be available to Dealer-Sponsored Servicing Owners.

5. Be responsible for verifying module problems and standardizing them for shipment to Apple. All defective exchange modules are required to pass through the Dealer who is responsible for packing and shipping the defective exchange modules to Apple.

6. Administer all Service Repair Order (SRO) transactions and warranty claims with the regional Apple Support Center. The Dealer is responsible for all paperwork required by Apple, validating all information submitted under warranty claims, and verification of this information if required by Apple.

7. Receive warranty reimbursements for warranty work performed by the Servicing Owner. Warranty reimbursements will be paid directly to the Dealer. The arrangement between the Dealer and the Servicing Owner dictates whether the reimbursement is passed on to the Servicing Owner.

8. In general, be responsible for ensuring that the policies and procedures set forth in the Apple *Service Programs* manual are adhered to.

Systems Expansion Installation Program

Program Description

The Systems Expansion Installation Program, introduced for Apple's Higher Education, VAR, and National Account customers, consists of a Systems Expansion Guide (manual), an ESD Prevention Kit, optional training, and the ESD Video "The Shocking Truth." Customers participating in this program receive information describing how to install selected Apple products into their Macintosh II's and LaserWriter II's. The selected products are:

- Video cards
- SIMMs memory
- Page Memory Management Unit
- SCSI disk drives
- Floppy disk drives

Warranty Implications

Participating customers may install the above products following the step-by step instructions in the *Systems Expansion Guide* and using an ESD Prevention Kit to protect their systems from ESD damage. All products installed using this program retain the Apple One-Year Limited Warranty or Apple**Care** coverage.

Failure Implications

The information available through this program does not provide end users with diagnostics or procedures to troubleshoot system failures. If the system does not perform (according to specific verification tests for the installed product contained in the Systems Expansion Guide) after installation, end users should contact their Service Provider. If the non-performance is due to an installation error or physical damage caused to the system, the end user is responsible for any repair charges incurred. If the non-performance is due to product failure and the product is covered under Apple's One-Year Limited or Apple**Care**, the warranty will be honored by Apple.

LaserWriter Refurbishment Program

The LaserWriter Refurbishment Kits contain all the parts necessary for refurbishing LaserWriter Printers.

- The LaserWriter Refurbishment Kit for the LaserWriter and LaserWriter Plus printers contains the following parts:

  - Fuser Assembly
  - Preconditioner Exposure PCB
  - Paper Separation Belt
  - Ground Spring
  - Cassette Pickup Assembly.

- The LaserWriter II Refurbishment Kit for the LaserWriter II printers contains the following parts:

  - Fuser Assembly
  - Preconditoner Exposure Assembly
  - Transfer Guide Assembly
  - Transfer Corona Assembly
  - Paper Feed Assembly.

Refer to the LaserWriter, LaserWriter Plus, and LaserWriter II Prices in this manual for required service inventory, part numbers, and pricing information.



LaserWriter Maintenance Program

LaserWriter Refurbishment, or overhaul, is only one part of the total LaserWriter maintenance program. Proper LaserWriter maintenance begins with the routine cleaning and basic maintenance procedures described in the LaserWriter, LaserWriter Plus, and LaserWriter II Owner's Manuals.

- To keep LaserWriter and LaserWriter Plus printers in top working condition, encourage customers to follow the instructions to:

  1) periodically clean the Primary Corona Wire, the Transfer Corona Wire, and the Transfer Guide;

  2) perform regular maintenance services, such as replacing the Toner Cartridge and the Separation Belt.

- To keep LaserWriter II printers in top working condition, encourage customers to follow the instructions to:

  1) periodically clean the Primary Corona Wire, the Transfer Corona Wire, and the Transfer Guide;

  2) perform regular maintenance services, such as replacing the Fuser Cleaning Pad when changing the Toner Cartridge.

LaserWriter maintenance continues throughout the life of the printer during routine user servicing and whenever it is necessary to have the printer repaired. As a service provider, each time you repair a printer you perform standard maintenance procedures, such as cleaning the Primary Corona Wire, the Fuser Assembly, and items in the paper path.

While the above maintenance procedures are ongoing from the beginning of the printer's life, LaserWriter Refurbishment or overhaul is a scheduled maintenance program that involves replacing specific parts of the printer at recommended use levels. There are no exact qualitative measures that indicate exactly when an overhaul is needed. **In general, however, the first refurbishment is recommended for printers that have produced 100,000 copies. Future refurbishments are recommended for each 80,000-copy interval thereafter.**

It is a good idea to use the 100,000-copy use level as an indicator that a printer requires refurbishment. However, you may also want to recommend refurbishment for a printer that is experiencing paper jams and/or poor quality output, even though the use level is only at 80,000 or 90,000 copies. In most cases, the parts that need to be replaced to correct these problems are parts included in a Refurbishment Kit. In these cases, you may want to advise your customers that it will be more cost effective in the long run to refurbish the printer at this time, rather than to just replace the one or two parts necessary to fix the immediate problem(s).

You should inform your customers about refurbishment as soon as possible in the product's lifetime, rather than waiting until the 100,000-copy use level is reached. An ideal time to discuss refurbishment with owners is when the printer is purchased; however, it is recommended that it be discussed during a repair transaction also. Even though a refurbishment may not be immediately necessary, your customers should be informed that one will be required in the future. By being informed ahead of time, owners can plan ahead to have their printers refurbished at a convenient time.

Determining Print Count

To help determine if a refurbishment is required for a customer, first check the number of copies produced by the printer. A Repair Log Label is included with every LaserWriter, LaserWriter Plus, and LaserWriter II controller board exchange module. Using this Repair Log Label aids in this count process, if it is used every time the printer is in for service. (Refer to the LaserWriter, LaserWriter Plus and LaserWriter II Prices for ordering information for these labels.)

- LaserWriter and LaserWriter Plus

  Check the print count in either of two ways:

  1. If the I/O board has never been repaired or upgraded:
     The printer produces a test print each time it is turned on. The number of prints that have occurred since the LaserWriter I/O board was installed is printed on the bottom of the test print.

  2. If the I/O board has been repaired or upgraded:
     Determine the number of prints by reading the print counter, a fuse-like component in the Preconditioning Exposure Assembly. Whenever this assembly is replaced, the old print counter is always transferred from the old assembly to the new one.

Note: The Preconditioning Exposure Assembly Section of the *Laser Printers Technical Procedures* manual includes a diagram of the assembly with the counter.

Since there is no indication of the number of copies made by the print engine in LaserWriter IIs, the print count can be determined in the following ways:

- LaserWriter IIsc

  There is no page counter on the LaserWriter IIsc's controller I/O board. The page count must be determined by using a Repair Log Label or estimated from information from the customer.

- LaserWriter IINT and NTX

  There is a counter on the controller boards, so check the print count in either of two ways:

  1. If the I/O board has never been repaired or upgraded:
     The printer produces a test print each time it is turned on. The number of prints that have occurred since the LaserWriter I/O board was installed is printed on the test print. If the I/O board has never been repaired or upgraded, that number should be accurate.

  2. If the I/O board has been repaired or upgraded:
     The Service Provider should use the Repair Log Label to record the number of pages printed on the old board and also record the beginning number from the new board each time a repair is performed. If this was not done, the page count must be estimated from information from the customer.

Refurbishment Procedures

In order to refurbish LaserWriter, LaserWriter Plus and LaserWriter II printers, you must complete the Laser Printers Service Course. The procedures for refurbishment are included in the *Laser Printers Technical Procedures*. No additional training is required to install refurbishment parts.

However, for LaserWriter and LaserWriter Plus printers only, refurbishing does require removing and replacing the Cassette Pickup Assembly in the pedestal section. If you haven't practiced these skills recently, it is a good idea to do so before refurbishing customers' units. The LaserWriter Pedestal Take-Apart video is available to help you review these procedures. Refer to the Training, Manuals, and Business Support Prices in this manual for part number and ordering information.

Refurbishment Parts

For information on parts replaced during a refurbishment, refer to details found in the PRODUCT NOTICES section of this manual.

LaserWriter Refurbishment and AppleCare

The following is Apple's policy relating to each of the LaserWriter Refurbishment Kits (referred to as "Kit") and Apple**Care:**

The Kit is a separate service product and is not covered by AppleCare. The installation of a Kit is considered "routine" or "preventative" maintenance. Apple**Care** excludes such repairs. When a Kit is installed in an Apple**Care**-covered LaserWriter, the installation does not affect the expiration date of the Apple**Care** agreement.

The standard Apple Limited Product Warranty covers failures experienced during the first year following the installation of the Kit if the failure is caused by one of the parts in the Kit. Even though these parts are purchased through service, they are not covered under the service warranty. The installation of the Kit is not a "repeat" of any previous service performed. The Kit is considered a new installation/transaction and, therefore, is covered under the Apple Limited Product Warranty only.

Refurbishment is considered "routine maintenance" and is excluded under Section III of the "Apple**Care** Terms and Conditions." Therefore, when performing a repair within the 100,000-copy range, if you identify a problem that directly requires refurbishment, you cannot claim the repair under Apple**Care.**

You must take every reasonable action to identify the service/performance problem as refurbishment-related or not. If you identify the problem as a need for refurbishment (complete repair details can be found in the *Laser Printers Technical Procedures*), you should strongly recommend that your customer purchase a Refurbishment Kit because the repair will not be accepted as a valid Apple**Care** claim.

For further details about these programs, contact the Service Manager at the Apple Support Center.

APPLEFUND

AppleFund is a sales support program that accrues based on an earned percentage of Finished Goods net purchases (General Fund and Infrastructure Fund), and on a percentage of Sales Training and Orientation (S.T.O.) installations (ED/GOV Fund).

These funds may be used for reimbursement of a variety of activities. This program, which applies only to Authorized Apple Dealers and Apple Education Sales Consultants, facilitates the investment in the requirements of your service center.

For information on eligible activities and reimbursement requirements of each fund, please:

1. Refer to your current AppleFund binder
2. Look in the AppleFund Program Guidelines folder on AppleLink under the Apple Programs icon, or
3. Contact your Sales Representative or AppleFund Corporate at the AppleLink address: APPLEFUND.

SECTION 6: APPLE SUPPORT

APPLE SUPPORT 6.1.1
- AppleLink 6.1.1
- Service Alert 6.1.2
- Technical Support 6.1.3
- Administrative Support 6.1.3
- Special Situations 6.1.3
- Service And Support Training 6.1.3

UNITED STATES CUSTOMER SERVICE AND TRAINING LOCATIONS 6.2.1
CANADIAN CUSTOMER SERVICE AND TRAINING LOCATIONS 6.3.1
INTERNATIONAL SERVICE OFFICES 6.4.1

AppleLink

AppleLink is an electronic information network designed to speed communications between Apple and authorized resellers.

AppleLink is an information and communication tool with libraries and current news to help answer your questions about Apple's products. It is an instantaneous link to vital information about our sales, service, and support programs. And, it is an electronic mail system that lets you easily and efficiently do business with Apple. You save time and money by avoiding "telephone tag" and costly long distance phone calls. Your AppleLink connection is a local phone call.

You can use AppleLink to:

- answer most questions asked by your customers about Apple products
- obtain technical information, product descriptions and specifications, current Service notices, Product notices, Service Price lists, and selling tips
- order Service parts and Finished Goods and check on order status.

Information on Service Programs and technical topics is located in the following areas:

- The **Service & Support** icon contains current Service and Support notices, Service Price lists in Excel disk files, and information on Apple**Care,** AppleOrder, and other Service programs. It also contains the contents of this manual.



Service & Support

- The **Training** icon contains seminar information, course descriptions, a pre-registration form, class schedules, and additional training information.



Training

- The **Technical Info** library icon contains product specifications, interfacing, solutions to common technical problems, and "workarounds."



- The **Service Info** library icon contains a majority of this manual, including information on Apple**Care**, the Media Exchange Program, Service Training, Service Prices and the Service Parts Order Form.



The AppleLink libraries are designed to help you easily find the information you are looking for. There is no need to browse through a card catalog or reference section as you would in most libraries. Instead, you type search words indicating your area of interest. After scanning all the documents in the library, AppleLink will display the titles of the documents that contain your search word or combination of search words.

AppleLink should be the first resource you turn to for solutions to any information needs you have. We urge you to use AppleLink as your primary source for obtaining technical information. If you are unable to find the information you need on AppleLink, use its convenient E-Mail system to contact the appropriate Apple Support Group. (Appropriate contacts are listed on the back of the AppleLink Getting Started booklet you receive when you sign up for AppleLink.) The primary focus of the Technical Support Organization will be to respond to requests for technical assistance, and secondarily, to provide you with backup phone support for special situations such as system troubleshooting.

Service Alert

The Service Alert enables Apple to communicate critical late-breaking information to Service Providers between monthly *Service Programs* mailings. This provides you with up-to-the-minute information on urgent Service issues affecting your business.

Service Providers using AppleLink will see a Service Alert icon, similar to the AppleLink Alert icon, indicating that Apple has an urgent Service message. In keeping with the nature of the AppleLink Alert icon, Service Alert will **rarely** be used. When it is used, approximately 6 times a year, it will only be for extremely critical information. Simply double click on the Service Alert icon to display the message.

Technical Support

For technical questions, such as troubleshooting, on Apple hardware or software products call the Dealer Technical Support telephone number listed in this section. **Important! Do not give this number to end users**. You should obtain answers from AppleLink or the Technical Support Group at your Customer Service Center.

Administrative Support

If you have questions regarding administrative policies and procedures, call the main telephone number for your Apple Customer Service Center listed in this section, and ask for Service Administration.

Special Situations

If you have a situation which you feel needs to be treated in other than the manner prescribed in this manual, contact your Apple Service Representative.

Service And Support Training

For information on Apple Service Training courses, refer to "Service Training" in the PROGRAM OVERVIEW section.

UNITED STATES CUSTOMER SERVICE AND TRAINING LOCATIONS

National Exchange Module and SRMA Shipping Address
Apple Computer, Inc.
600 E. Hamilton Ave., Dock Door #4
Campbell, CA 95000

Customer Service

Apple Computer, Inc.
P. O. Box 111270
Campbell, CA 95011-1270

Send these items to the above address (Attn: Customer Service):

- Apple**Care** Agreements
- SRO corrections with no parts
- SROs with replacement parts for warranty reimbursements
- Purchase orders that are not linked faxed, or telephoned
- Subscriptions for new orders and renewals
- General Service Program inquires that are not linked, faxed, or telephoned
- AppleOrder enrollment forms
- Service Billing Option forms

Send overnight Express Mail to:
900 East Hamilton Ave., M/S 72V
Campbell, CA 95008*

Phone: (408) 559-6444
Fax: (408) 437-0605

AppleLink (For orders and inquiries):
CUST.SERVICE

*Not for SROs, Apple**Care**, or RMAs.

Technical Support

Apple Computer, Inc.
900 E. Hamilton Ave., M/S 72N
Campbell, CA 95008
Phone: (408) 879-0220

AppleLink: TECH.OPS

Service Training

Western

Northern California:
Apple Computer, Inc
Customer Service Training
25 Metro Drive, Suite 400
San Jose, CA 95110
Attn: Service Training Registrar
AppleLink: SVC.TRN.NWST
Phone: (408) 436-7232

Southern California:
Apple Computer, Inc.
Customer Service Training
1000 Corporate Pointe, Suite 106
Culver City, CA 90230
Attn: Service Training Registrar
AppleLink: SVC.TRN.SWST
Phone: (213) 216-0445

Central

Apple Computer, Inc.
Customer Service Training
2100 Golf Road, Suite 110
Rolling Meadows, IL 60008
Attn: Service Training Registrar
AppleLink: SVC.TRN.CENT
Phone: (708) 439-4777
(For Chicago, IL)

Eastern

Apple Computer, Inc.
Customer Service Training
205 Regency Executive Park Dr.,
Suite 400
Charlotte, NC 28217
Attn: Service Training Registrar
AppleLink: SVC.TRN.EAST
Phone: (704) 357-4596
Fax: (704) 529-8400
(For Charlotte, NC;
Marlboro, MA; and Dallas, TX)

NOTE: The Dealer Technical Support telephone number is intended for authorized service centers with technical questions about Apple computers. **This number is confidential; please do not provide it to your customers.**

When you call Dealer Technical Support, your account number will be requested in order to identify you as an authorized user of the support line. For service parts or administrative information, please call the Service Account Administration Center.

CANADIAN CUSTOMER SERVICE AND TRAINING LOCATIONS

Apple Canada, Inc.
7495 Birchmount Road
Markham, Ontario
Canada L3R 5G2
Main (416) 477-5800
Fax: (416) 477-6305

Customer Service and Technical Response

Apple Canada, Inc.
7495 Birchmount Road
Markham, Ontario
Canada L3R 5G2
AppleLink For Tech. Response: TRG
Phone: (416) 477-5800
Fax: (416) 477-6305

Professional Development Center (Training)

Apple Canada, Inc.
Professional Development Center
Customer Service Training
11 Allstate Parkway, Suite 400
Markham, Ontario
Canada, L3R 9T8
Attn: Service Training Registrar
AppleLink: PDC.TOR
Phone: (416) 474-9872
Fax: (416) 474-1619

NOTE: The Dealer Technical Support telephone number is intended for authorized service centers with technical questions about Apple computers. **This number is confidential; please do not provide it to your customers.**

When you call Dealer Technical Support, your account number will be requested in order to identify you as an authorized user of the support line. For service parts or administrative information, please call the Service Account Administration Center.

INTERNATIONAL SERVICE OFFICES

ARGENTINA:
Softlider S.A.
Reconquista 1038, 1er. Piso
1003 Buenos Aires, Argentina
Tel: (54-1) 313-2326
Fax: (54-1) 312-4104
Erik Frederiksen

AUSTRALIA:
Apple Computer Australia Pty. Ltd.
16 Rodborough Street
Frenchs Forest, NSW 2086
Australia
Tel: 61-2-452-8000
Fax : 61-2-452-8160
Ron Brown

AUSTRIA:
Apple Computer Ges.m.bH
Ungargasse 59
A-1030 Vienna, Austria
Tel: (43-222) 72.21.75-0
Fax: (43-222) 72.16.546
Richard Hornung

BANGLADESH:
CITech Co., Ltd.
22 Bijoy Nagar
Dhaka 1000, Bangladesh
Fax: (880) 2-833648
Ghulam Mohiuddin

BELGIUM:
Apple Computer NV/SA
Rue Colonel Bourg 103
1040 Brussels, Belgium
Tel: (32-2) 735.60.50
Fax: (32-2) 735.76.19
Willy Van der Poorten

BOTSWANA:
PACS (Botswana) (Pty) Ltd.
P.O. Box 275
c/o Manica Airfreight, Unit 1, Plot 14453
Garborone West, Botswana
Tel: 267-352358
Fax: 267-313846
Mukesh Chauhan

CANADA:
Apple Computer Canada, Ltd.
7495 Birchmount Road
Markham, Ontario L3R 5G2
Canada
Tel: (416) 477-5800
Fax (416) 477-6305
Larry Willard

CARIBBEAN:
Caribbean Computer Expts.
830 N.E. Pop Tilton's Place
Jensen Beach, FL 34957
Tel: (407) 334-3430
Fax: (407) 334-3439
Craig McAuliffe

CHILE:
Axis S.A.
Calderón 116
Santiago, Chile
Tel: (56-2) 274-8275
Fax: (562) 274-8361
Cecil Rothfeld

COLOMBIA:
CDM de Colombia S.A.
Transversal 23 #100-67
Bogotá, Colombia
Tel: (57-1) 610-0600
Fax: (57-1) 610-2476
Patricia Manzano

COSTA RICA:
ICON Computers
Barrios Los Yoses
Calle 35 y 37, Avenida 10
San José, Costa Rica
Tel: (506) 34-20-76
Fax: (506) 53-60-65
Jorge Sanabria

CZECHOSLOVAKIA:
Technical and Information Services
Senovázné námestí 23
110 00 Praha 1, Czechoslovakia
Tel: (042-2) 21142703
Fax: (042-2) 21142701
Tomás Podrouzek

DENMARK:
Apple Computer A/S
Sortemosevej 2
3450 Allerød, Denmark
Tel: (45-2) 14.02.02
Karl Georg Jensen

ECUADOR:
Inteleq
Av. 12 de Octubre 1753 y Cordero
Edif. Puerto de Palos
Quito, Ecuador
Tel: (593-2) 503-443,4
Fax: (593-2) 503-463
Fernando Vallejo

ENGLAND:
Apple Computer (U.K.) Ltd.
Eastman Way
Hemel Hampstead
Herts. HP2 7HQ, England
Tel: (44-442) 60244
Tlx: 851-825834
François Duquesne

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PACC Eygpt
P.O. Box 238 Imbaba
49 El Hegaz St.
Mohandessin - Cairo, Eygpt
Tel: 20-2-3461710
Fax: 20.23.714628
Rashad Labib

FRANCE:
Apple Computer France SARL
Avenue de l'Océanie
Z.I. de Courtaboeuf
91944 Les Ulis Cedex, France
Tel: (33-16) 928-0139
Tlx: 842-692719
Maurice Lenoir

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Technical Services (IMC Ghana)
Kerkstraat 299
NL-1017 GZ Amsterdam
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Tel: 020-264454
Fax: 020-258759
Tom Huijbers

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Apple Computer GMBH
Ingolstädterstrasse 20
D-8000 München 45
West Germany
Tel: (49-89) 35.03.40
Fax: (49-89) 35.03.41.80
Udo Naessl

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Rainbow Computer SA
75 Elia Eliou
Neos Kosmos
GR - 11744 Athens, Greece
Tel: (30-1) 90.12.892/3
Fax: (30-1) 90.12.540
Babis Emmanuelides

GUAM:
MiTech International
130 E. Marina Dr.
Suite 103, Bldg. B
Agana, Guam 96910
Andy Miral
Tel: 671-477-5423/4
Fax: 671-472-4230

HONG KONG:
Apple Computer, Inc.
14/F Three Exchange Squar
8 Connaught Road
Central, Hong Kong
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David Chan

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Szobránc köz 10
H-1143 Budapest, Hungary
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Fax: (36-1) 183-4622
András Szigeti

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Skipholti 19
121 Reykjavik, Iceland
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Hermann Karlsson

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(Raba Contel)
6F/A, Block 6, Tien Chu Centre
74 Pak Tai Street
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Anoop Murari

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Dutra Merlin Blok A13-14
Jl. Garah Mada 3-5
Jakarta 10130, Indonesia
Jan Tanumiharadja

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Kucke Kaman 8 Africa Expr. Way
Tehran 15187, Iran
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Fax: 09-98-21-865800
Francois During

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Yeda Computers and Software Ltd.
29 Jabotinsky St.
Ramat Gan 52511, Israel
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Haim Hartman

ITALY:
Apple Computer S.p.A.
Via Bovio 5
Zona Ind. Mancasale
42100 Reggio Emilia, Italy
Tel: (39-522) 326.43
Fax: (39-522) 513.135
Mauro Valsassina

KOREA:
Elex Computer, Inc.
27-2 Yoido-Dong
Youngdeungpo-Ku
Seoul, Korea
Tel: (82-2) 783-0401
Fax (82-2) 785-4838
Kyung-Hee Chang

JAPAN:
Apple Computer Japan, Inc.
Akasaka Twin Tower Bldg.
2-17-22 Akasaka, Minato-ku
Tokyo 107, Japan
Tel: (81-3) 582-9181
Tlx: (781) 2426768
Yasunori Sekine

MALAYSIA:
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(Apple Division)
2/F., Annexe Block
Menara Tun Razak
Jalan Raja Laut
50350 Kuala Lumpur, Malaysia
L. M. Wong

MALTA:
BDS Ltd.
Casa Leone
Pjazza Robert Samat
Floriana, Malta
Tel: 356-239.200
Fax 356-248.603
Charles Caruana

MEXICO:
Genetec S.A. de C.V.
Rio Amazonas 217 Pte
Col Del Valle
Garza Garcia, N.L. Mexico 66220
Tel: D.F. (52-5) 395-9633
Fax: (52-5) 395-95-71
Jaime Guevara

MIDDLE EAST, AFRICA AND THE MEDITERRANEAN:
Apple Computer International
87, Ave de la Grande Armee
75116 Paris, France
Tel: (33-1) 45.02.15.20
Ben Brokers

NAIROBI:
Comprite Ltd.
P.O. Box 41043
Masaba Raod
Nairobi, Kenya
Tel: (254-2) 723.342
Fax: (254-2) 72.77.82
Majid Ahad

NATO-EUROPE:
AMEXTRA Service Station
Westhafen, Halle 5
D-6000 Frankfurt, Germany
Tel: (49-69) 235-401
Fax: (49-69) 232-857
Bill Bigelow

NEW ZEALAND:
CED Distributors (1988) Ltd.
7 College Hill
Auckland, New Zealand
Tel: (64 9) 309 9930
Tel: (64 9) 309 3572
Dave Henry

NORWAY:
Apple Computer AS
P.O. Box 333
Sandviksvn 26
N-1322 Høvik, Norway
Tel: (47-2) 591.800
Per Andersen

PAKISTAN:
UDL Computers (P) Ltd.
Ground Floor, Hotel Metropole
Karachi, Pakistan
Fax: (92) 21-510335
Nadeem Akhtar

PARAGUAY:
Camaro S.R.L.
Estados Unidos No. 961
Asunción, Paraguay
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Juan Ortíz

PEOPLE'S REPUBLIC OF CHINA:
Atoztec Systems Ltd.
Unit 901-909
Hong Kong City, Tower II
33 Canton Road, Tsimshatsui
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Tel: 3-7362322
Fax: 3-7362328
Judy Hau

PERU:
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Camino Real No. 159 - Of.402
Lima 27, Peru
Tel: (51-14) 226-372
Fax: (51-14) 427-632
Juan Nájar

PHILIPPINES:
Distributed Processing Systems, Inc.
Don Chua Lamko Bldg.
H. V. Dela Costa Corner Alfaro Street
Salcedo Village, Makati 1200,
Metro Manila Philippines
Tel: 63-2-8189343
Fax: 63-2-817-4804
Arnel Lauchengco

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Interlog Informática SARL
Av. de Liberdade, 238, 1
P-1200 Lisboa, Portugal
Tel: (351-1) 89.47.00
Fax: (351-1) 52.62.77
Fausto Esteves

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King Faisal Street
P.O. Box 317
Riyadh 11411, Saudi Arabia
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Fax: (966-1) 462-1695
Marlon Volfango

SINGAPORE:
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10 Shenton Way, M.A.S. Bldg.
Singapore
Wilson Tan

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Ricardo Recasens

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Apple Computer AB
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Box 31
S-16493 Kista-Stockholm/Sweden
Tel: 46-8-793.09.00
Tel: 46-8-751.60.97
Sören Embring

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Industrade AG
Hertistrasse 31
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CH-8304 Switzerland
Tel: (41-1) 830-7550
Kurt Suppinger

TAIWAN:
Apple Computer, Inc.
16/F, Number 1035
Tua Hwa South Road
Taipei, Taiwan
Oliver Su

THAILAND:
Sahaviriva System Ltd.
28/1 Prapawit Bldg.
3rd & 8th Floor, Surasak Rd.
Silom Bangkok 10500, Thailand
Tel: (66-2) 2360295
Tlx: 788-87112
Wittaya Wongwanich

THE NETHERLANDS:
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Handelsweg 2
3707 NH Zeist, The Netherlands
Tel: (31-3404) 86911
Ron de Gunst

TURKEY:
Bilkom AS
Abdi Ipecki Caddesi, Altin Sokok
Ahmet Kara Ishani No. 2 Kat 4-6
Nisantasi-Istanbul, Turkey
Tel: (90-11) 32.15.06
Fax: (90-11) 40.40.64
Meltem Karaby

YUGOSLAVIA:
Adria Computer Systems
Maksimirska 111
41000 Zagreb, Yugoslavia
Tel: 38-41-23.21.14
Fax: 38.41.23.21.28
Miljencko Devcic

UNITED ARAB EMIRATES:
Arab Business Machines
P.O. Box 8361
Diera - Dubai, United Arab Emirates
Tel: 971-4-233.438
Fax: 971-4-227670
Roger Curtis

UNITED KINGDOM:
Mayfield International Computers Ltd.
96R Walton Road
East Molesey - Surry KT8 ODL
United Kingdom
Tel: 44-1-94.16.066
Fax: 44-1-17831732
Mahesh Mohdwadi

VENEZUELA:
Plus Sistemas
C.C Ciudad Tamanaco
Mezzanina, Planta Baja 7D
Chuao, Caracas, Venezuela
Tel: (58-2) 959-0607
Fax: (58-2) 959-0020
Luis Aranceta

PRICE PAGE DELETIONS
December 1990

The following part numbers have been deleted from the December 15, 1990 price pages:

Product	Part #	Description
Macintosh IIsi	661-0643	SIMMs, 2MB
Macintosh 12" Monochrome Display	740-0063	Fuse, 5 Pk.
Hardware Diagnostic	077-0327	MacTest IIfx 1.0

Service Prices on AppleLink

For easy access, the Apple Service prices are located in two places on AppleLink:

1) The Excel files are located under the Service & Support icon in the Service Price Lists folder. This allows you to easily download these lists as disk files and maintain your own copies using Excel or other compatible spreadsheet/database programs.

2) The AppleLink-format files continue to be located under the Service Info library icon. Each month this information is updated in conjunction with the Service price pages.

Price Pages Addendum
February 15, 1991

As you may have already noticed, we are not including a full set of price pages in this month's *Service Programs* mailing. Since there were so few changes for this month's price pages, we have chosen to be an environmentally friendly corporation and only send you the pertinent pages of information. Please note that all of the changes listed below will also be highlighted next month when you receive your regular full set of price pages.

New Parts/Additions:

Product/Page#	Part #	Description	Dlr Price Monthly/Annual	SRP Monthly/Annual	Stock Price	Tier
Apple**Care**, pg. 7.1.3	S032011/A	Ethernet LC Card	$1.25/15.00	$2.50/30.00		
Take-Apart, pg. 7.3.6	076-0392	High Voltage Probe			$75.00	
12" RGB, pg. 7.5.15	011-0425	12" RGB Monitor Adj.				2
IW II, pg. 7.8.27	925-0008	Sensor, Optical Paper Empty			3.60	1
IW II, pg. 7.8.27	962-0001	Print Head PCB			11.00	1

Changes (highlighted in bold):

1. This part is changing status from a kit to a replacement part and is now reimbursable.

IW II/L, pg. 7.8.30	652-0602	Carrier Motor Kit			$30.00	**1**

Deletions:

No deletions or part substitutions this month.

SECTION 7: PRICES

GENERAL DESCRIPTION....7.0.1
- Modules....7.0.1
- No Stocking Modules....7.0.1
- Replacement Parts....7.0.2
- Other Parts....7.0.2
- Adjustments....7.0.2

APPLECARE
- AppleCare....7.1.1

TRAINING
- Training, Manuals, Business Support....7.2.1

DIAGNOSTICS AND TOOLS
- Software and Hardware Diagnostics....7.3.1
- Take-Apart & Adjustment Tools....7.3.6

CPUs
- Apple II/Apple II Plus....7.4.1
- Apple IIe....7.4.4
- Apple IIc....7.4.7
- Apple IIc Plus....7.4.9
- Apple IIGS....7.4.10
- Apple ///....7.4.12
- Apple /// Plus....7.4.14
- Lisa 1.0/2.0....7.4.15
- Macintosh XL....7.4.17
- Macintosh 128K/512K/512Ke....7.4.19
- Macintosh Plus....7.4.22
- Macintosh SE....7.4.25
- Macintosh SE/30....7.4.28
- Macintosh Classic/Classic II....7.4.31
- Macintosh LC....7.4.33
- Macintosh II....7.4.35
- Macintosh IIx....7.4.38
- Macintosh IIfx....7.4.41
- Macintosh IIcx....7.4.44
- Macintosh IIci....7.4.47
- Macintosh IIsi....7.4.50
- Macintosh Quadra 700....7.4.52
- Macintosh Quadra 900....7.4.54
- Macintosh Portable....7.4.56
- Macintosh PowerBook 100....7.4.59
- Macintosh PowerBook 140/170....7.4.61

MONITORS
- Monitor II/Monochrome Monitor IIe....7.5.1
- Monitor IIc....7.5.2
- Monitor ///....7.5.3
- Apple Monochrome Monitor....7.5.4
- AppleColor Monitor 100....7.5.5
- AppleColor Composite Monitor IIe and IIc....7.5.6
- ColorMonitor IIe and IIc....7.5.7
- AppleColor RGB Monitor....7.5.9
- Flat Panel Display....7.5.10
- Apple High-Res Monochrome Monitor....7.5.11
- AppleColor High-Res RGB Monitor....7.5.12
- Apple Two-Page Monochrome Monitor....7.5.14
- Apple Macintosh Portrait Display....7.5.15
- Macintosh 12" RGB Monitor....7.5.16

Macintosh 12" Monochrome Display 7.5.17
Macintosh 21" Color Display 7.5.18
DISK DRIVES
ProFile - ProFile 10 ..... 7.6.1
Disk II - Disk /// 7.6.2
DuoDisk 7.6.4
UniDisk - Apple 5.25 Drive 7.6.5
Disk IIc 7.6.6
Macintosh Disk Drive 7.6.7
Hard Disk 20 ..... 7.6.8
Hard Disk 20SC/40SC/80SC/160SC 7.6.9
Apple Tape Backup 40SC 7.6.12
UniDisk 3.5 ..... 7.6.13
Apple 3.5 Drive 7.6.14
Apple PC 5.25 Drive 7.6.15
AppleCD SC/SC Plus 7.6.16
1.44 MB FDHD Apple SuperDrive/HDI-20 Disk Drive 7.6.17
DATA COMMUNICATIONS
Apple Cluster Controller 7.7.1
Apple Modems 7.7.2
Apple Personal Modem 7.7.3
AppleLine 7.7.4
LocalTalk 7.7.5
AppleFax Modem 7.7.6
Apple Data Modem 2400 ..... 7.7.7
Networking Cards & Cables 7.7.8
PRINTERS
LaserWriter - LaserWriter Plus 7.8.1
LaserWriter II 7.8.7
LaserWriter IIf/IIg 7.8.11
Apple Personal LaserWriter SC & NT 7.8.15
Apple Personal LaserWriter LS 7.8.19
Daisy Wheel Printer 7.8.23
Daisy Wheel Printer, Forms Tractor 7.8.26
Daisy Wheel Printer, Cut Sheet Feeder 7.8.27
Dot Matrix Printer 7.8.29
Apple StyleWriter 7.8.31
ImageWriter Printer 7.8.33
ImageWriter II 7.8.37
ImageWriter II/L 7.8.40
ImageWriter LQ 7.8.42
ImageWriter LQ, Cut Sheet Feeder 7.8.45
Scribe Printer 7.8.46
Silentype Printer 7.8.49
Color Plotter 7.8.50
Apple Scanner/Apple OneScanner 7.8.51
INPUT DEVICES
Common Macintosh Input Devices (ADB) 7.9.1
Numeric Keypad 7.9.3
Graphics Tablet 7.9.4
Other Input Devices 7.9.5
MISCELLANEOUS
External Cables 7.10.1

Notes:
- - Indicates a change
- **Apple Service parts and modules are solely for use in repairing Apple products and are not for resale.**
- Prices are subject to change.

Modules

Additional modules may be purchased at the Stock Price to increase Service inventory, thereby increasing Service capability. When you perform a repair and send a defective module to Apple, you will be charged the Exchange Price. In most cases, an inoperative module received by the Support Center will be exchanged for a known good module of the same type. All inoperative modules you send to Apple, whether in or out of warranty, must be repairable. Once an inoperative module is repaired by Apple, it will be used to perform another exchange. Because Apple does not want to ship Service Providers modules that are modified or cosmetically unacceptable, any module that has been altered is unsuitable for exchange and will be returned to the dealer. Refer to the "Returned and Repaired Exchange Modules Criteria" in the REPAIRING section of this manual for additional detail.

Some modules may not have a stock price. This indicates one of the following situations.

1. The module is no longer available for purchase as stock. If you need to increase your inventory of this module, you will need to order a newer version.

2. The module is identical to the one stocked through Finished Goods. You may obtain the module you need to perform a repair from your Finished Goods inventory instead of stocking duplicate inventory for your service area. When a defective module of this type is sent to Apple for exchange, a working module will be returned for use in future repairs.

Excluding transportation, Apple's turnaround goal for module exchanges is 24 hours. Modules are eligible for the Warranty or Apple**Care** Reimbursement Fee.

No Stocking Modules

Apple's No Stocking designation replaces Advanced Exchange and describes parts that are not available for stocking. Some examples of "No Stocking" modules are:

- Macintosh ROMs (for proprietary reasons)
- Modules that must be taken from Finished Goods inventory because of Special Dealer Authorization (e.g. EtherTalk NB card)

- A technology-driven transition (e.g. a 5.25" hard drive and a 3.5" hard drive)
- International parts (keyboards, etc.)

All other Apple module parts are available for stocking.

Replacement Parts

Replacement Parts are Service parts that are eligible for the Warranty or Apple**Care** Reimbursement Fee. They include any part that can fail. The defective part should be scrapped at your location. You should reorder to replenish your inventory.

Other Parts

Other Parts are Service parts that do **not** qualify for the Warranty or Apple**Care** Reimbursement Fee. They include parts that are not subject to failure, such as screws, cases and keycaps. The defective part should be scrapped at your location. You should reorder to replenish your inventory. In addition, there may be parts listed under **Other Parts** that are used exclusively for upgrades.

Note: The Service Price List is now a complete listing of available parts. We have insured that it matches the parts listed in the *Technical Procedures*.

You may purchase from Apple only those parts that appear on the Service Price list.

Adjustments

"Adjustments" consist of manual adjustments of Apple parts, either by hand or with Apple-identified Service tools. Adjustments, which must be made following the specific adjustment procedures in the Apple *Technical Procedures* manuals, are eligible for the Warranty or Apple**Care** Reimbursement Fee.

PART NO.	DESCRIPTION	RESELLER PRICE Monthly	RESELLER PRICE Annual	SUGGESTED RETAIL PRICE Monthly	SUGGESTED RETAIL PRICE Annual
CPUs					
SC20001	Apple II, Apple II Plus	$ 3.75	45.00	7.50	90.00
SC20017	Apple IIe	2.50	30.00	5.00	60.00
SC40028	Apple IIc	3.50	42.00	7.00	84.00
SC00076	Apple IIc Plus	2.50	30.00	5.00	60.00
SC20048	Apple IIGS	4.00	48.00	8.00	96.00
SC30009	Apple ///	9.00	108.00	18.00	216.00
SC30018	Apple /// Plus	9.00	108.00	18.00	216.00
SC60021	Lisa 1.0/2.0	11.00	132.00	22.00	264.00
SC60022	Macintosh XL	18.00	216.00	36.00	432.00
SC70045	Macintosh Plus	6.75	81.00	13.50	162.00
SC70033	Macintosh 512K, Macintosh 512K Enhanced	6.25	75.00	12.50	150.00
SC70020	Macintosh 128K	5.50	66.00	11.00	132.00
SC00044	Macintosh SE/30 (HD 40 System)	16.25	195.00	32.50	390.00
SC00045	Macintosh SE/30 (HD 80 System)	21.50	258.00	43.00	516.00
SC00046	Macintosh SE/30	15.00	180.00	30.00	360.00
SC00054	Macintosh SE	10.50	126.00	21.00	252.00
SC00055	Macintosh SE (HD 20 System)	13.50	162.00	27.00	324.00
SC00075	Macintosh SE (HD 40 System)	14.50	174.00	29.00	348.00
S0102LL/A	Mac SE w/Dual 1.4 MB FDHD/SuperDrive	9.25	111.00	18.50	222.00
S0105LL/A	Mac SE HD20 w/1.4 MB FDHD/SuperDrive	11.25	135.00	22.50	270.00
S0108LL/A	Mac SE HD40 w/1.4 MB FDHD/SuperDrive	13.25	159.00	26.50	318.00
S0312LL/A	Macintosh Classic	3.25	39.00	6.50	78.00
S0313LL/A	Macintosh Classic (HD 40 System)	5.00	60.00	10.00	120.00
S0369LL/A	Macintosh Classic II (HD 40 System)	6.00	72.00	12.00	144.00
S0382LL/A	Macintosh Classic II (HD 80 System)	7.75	93.00	15.50	186.00
S0316LL/A	Macintosh LC	6.75	81.00	13.50	162.00
S0317LL/A	Macintosh LC HD40	10.00	120.00	20.00	240.00
SC00056	Macintosh II	11.00	132.00	22.00	264.00
SC00057	Macintosh II (HD 40 System)	21.00	252.00	42.00	504.00
SC00080	Macintosh IIx	17.50	210.00	35.00	420.00
SC00083	Macintosh IIx (HD 40 System)	21.50	258.00	43.00	516.00
SC00043	Macintosh IIx (HD 80 System)	23.25	279.00	46.50	558.00
SC00085	Macintosh IIx (HD 160 System)	26.25	315.00	52.50	630.00
S0139LL/A	Macintosh IIfx	17.50	210.00	35.00	420.00
S0142LL/A	Macintosh IIfx (HD 80 System)	19.50	234.00	39.00	468.00
S0145LL/A	Macintosh IIfx (HD 160 System)	21.50	258.00	43.00	516.00
SC00048	Macintosh IIcx	15.50	186.00	31.00	372.00
SC00081	Macintosh IIcx (HD 40 System)	18.00	216.00	36.00	432.00
SC00082	Macintosh IIcx (HD 80 System)	23.50	282.00	47.00	564.00
S0130LL/A	Macintosh IIci	13.00	156.00	26.00	312.00
S0133LL/A	Macintosh IIci (HD 40 System)	14.50	174.00	29.00	348.00
S0136LL/A	Macintosh IIci (HD 80 System)	15.50	186.00	31.00	372.00
S0364LL/A	Macintosh IIci (HD 160 System)	17.50	210.00	35.00	420.00

PART NO.	DESCRIPTION	RESELLER PRICE Monthly	RESELLER PRICE Annual	SUGGESTED RETAIL PRICE Monthly	SUGGESTED RETAIL PRICE Annual
CPUs, cont.					
S0314LL/A	Macintosh IIsi (HD 40 System)	$ 13.50	162.00	27.00	324.00
S0315LL/A	Macintosh IIsi (HD 80 System)	16.75	201.00	33.50	402.00
S0377LL/A	Macintosh Quadra 700	20.00	240.00	40.00	480.00
S0383LL/A	Macintosh Quadra 700 (HD80 System)	22.00	264.00	44.00	528.00
S0384LL/A	Macintosh Quadra 700 (HD 160 System)	24.00	288.00	48.00	576.00
S0372LL/A	Macintosh Quadra 900	26.00	312.00	52.00	624.00
S0385LL/A	Macintosh Quadra 900 (HD 160 System)	30.00	360.00	60.00	720.00
S0111LL/A	Macintosh Portable	19.50	234.00	39.00	468.00
S0114LL/A	Macintosh Portable (HD 40 System)	21.50	258.00	43.00	516.00
S0126LL/A	External Recharger/ Macintosh Portable	1.00	12.00	2.00	24.00
S0370LL/A	Macintosh PowerBook 100	14.00	168.00	28.00	336.00
S0379LL/A	Macintosh PowerBook 140 (HD 20 System)	16.50	198.00	33.00	396.00
S0381LL/A	Macintosh PowerBook 140 (HD 40 System)	18.00	216.00	36.00	432.00
S0378LL/A	Macintosh PowerBook 170 (HD 40 System)	22.00	264.00	44.00	528.00
S0373LL/A	Battery Recharger, Macintosh PowerBooks	.75	9.00	1.50	18.00
MONITORS					
SC20016	Monitor II	1.00	12.00	2.00	24.00
SC40030	Monitor IIc	1.00	12.00	2.00	24.00
SC30013	Monitor ///	1.00	12.00	2.00	24.00
SC00052	Apple Monochrome Monitor	1.00	12.00	2.00	24.00
SC20032	AppleColor Monitor 100	2.50	30.00	5.00	60.00
SC00053	AppleColor Composite Monitor IIe & IIc	2.50	30.00	5.00	60.00
SC20042	ColorMonitor IIe	2.50	30.00	5.00	60.00
SC40043	ColorMonitor IIc	2.50	30.00	5.00	60.00
SC00051	AppleColor RGB Monitor	2.50	30.00	5.00	60.00
SC40035	Flat Panel Display	2.25	27.00	4.50	54.00
SC00058	Apple High-Res Monochrome Monitor	1.00	12.00	2.00	24.00
SC00059	AppleColor High-Res RGB Monitor (13")	2.50	30.00	5.00	60.00
SC00074	Apple Two-Page Monochrome Monitor	7.25	87.00	14.50	174.00
SC00078	Apple Macintosh Portrait Display	3.75	45.00	7.50	90.00
S0319LL/A	Macintosh 12" RGB Monitor	2.00	24.00	4.00	48.00
DISK DRIVES					
SC30011	ProFile	9.00	108.00	18.00	216.00
SC30034	ProFile 10	9.00	108.00	18.00	216.00
SC20002	Disk II	2.25	27.00	4.50	54.00
SC30012	Disk ///	2.25	27.00	4.50	54.00
SC90007	DuoDisk	2.50	30.00	5.00	60.00
SC20037	UniDisk	1.63	19.50	3.25	39.00
SC00050	Apple 5.25 Disk Drive	1.63	19.50	3.25	39.00
SC40029	Disk IIc	1.63	19.50	3.25	39.00
SC70027	Macintosh External Disk Drive	2.00	24.00	4.00	48.00

PART NO.	DESCRIPTION	RESELLER PRICE Monthly	RESELLER PRICE Annual	SUGGESTED RETAIL PRICE Monthly	SUGGESTED RETAIL PRICE Annual
DISK DRIVES, cont.					
SC70047	Macintosh 800K External Disk Drive	$ 2.00	24.00	4.00	48.00
SC70038	Hard Disk 20, Hard Disk 20SC	3.00	36.00	6.00	72.00
SC00061	Macintosh Internal 20 SC Hard Disk	3.00	36.00	6.00	72.00
SC00062	Macintosh Internal 40 SC Hard Disk	4.00	48.00	8.00	96.00
SC00063	Macintosh Internal 80 SC Hard Disk	5.75	69.00	11.50	138.00
SC00065	Hard Disk 40 SC	4.00	48.00	8.00	96.00
SC00066	Hard Disk 80 SC	5.75	69.00	11.50	138.00
SC00067	Apple Tape Backup 40 SC	10.00	120.00	20.00	240.00
SC20040	UniDisk 3.5	2.00	24.00	4.00	48.00
SC00049	Apple 3.5 Disk Drive	2.00	24.00	4.00	48.00
SC00077	Macintosh Internal 160MB Hard Disk	8.75	105.00	17.50	210.00
SC00064	Apple PC 5.25 Drive	2.00	24.00	4.00	48.00
SC00042	AppleCD SC Drive	6.00	72.00	12.00	144.00
S0365LL/A	AppleCD SC Plus Drive	6.00	72.00	12.00	144.00
SC00040	1.44 MB FDHD Apple SuperDrive	2.00	24.00	4.00	48.00
S0371LL/A	HDI-20 1.44 MB Disk Drive	1.00	12.00	2.00	24.00
S0099LL/A	Hard Disk 160 SC	9.00	108.00	18.00	216.00
DATA COMMUNICATIONS & EXPANSION CARDS					
SC20023	Modem 300	1.00	12.00	2.00	24.00
SC20024	Modem 1200	1.25	15.00	2.50	30.00
S0123LL/A	Internal Modem, Macintosh Portable	2.00	24.00	4.00	48.00
S0375LL/A	Internal Modem, Macintosh PowerBooks	1.25	15.00	2.50	30.00
SC00039	Apple Personal Modem	1.00	12.00	2.00	24.00
SC00069	AppleFax Modem	2.00	24.00	4.00	48.00
S0087LL/A	Apple Data Modem 2400	1.75	21.00	3.50	42.00
S0088LL/A	TokenTalk Card	4.25	51.00	8.50	102.00
S0089LL/A	Coax/Twinax Card	5.00	60.00	10.00	120.00
S0096LL/A	Serial NB Card	4.00	48.00	8.00	96.00
S0320LL/A	Apple Ethernet LC Card	1.25	15.00	2.50	30.00
S0330LL/A	Macintosh IIsi Nubus Adapter Card	.75	9.00	1.50	18.00
S0333LL/A	Apple IIe Card	.75	9.00	1.50	18.00
S0334LL/A	Apple Ethernet NB Card	2.00	24.00	4.00	48.00
S0335LL/A	Macintosh IIci Cache Card	1.25	15.00	2.50	30.00
SC00047	Apple II Video Overlay Card	1.75	21.00	3.50	42.00
SC00068	Apple EtherTalk NB Card	1.50	18.00	3.00	36.00
SC20044	Apple IIe,IIc,IIGS Memory Expansion Card	1.50	18.00	3.00	36.00
S0374LL/A	Apple II SuperDrive Interface Card	1.00	12.00	2.00	24.00
S0380LL/A	NuBus Card, ISDN	3.75	45.00	7.50	90.00
PRINTERS					
SC70036	LaserWriter, LaserWriter Plus Printer	17.50	210.00	35.00	420.00
SC00071	LaserWriter II SC	10.00	120.00	20.00	240.00

PART NO.	DESCRIPTION	RESELLER PRICE Monthly	RESELLER PRICE Annual	SUGGESTED RETAIL PRICE Monthly	SUGGESTED RETAIL PRICE Annual
PRINTERS, cont.					
SC00072	LaserWriter II NT	$ 16.00	192.00	32.00	384.00
SC00073	LaserWriter II NTX	21.00	252.00	42.00	504.00
S0368LL/A	LaserWriter IIF	13.25	159.00	26.50	318.00
S0367LL/A	LaserWriter IIG	16.50	198.00	33.00	396.00
S0247LL/A	Apple Personal LaserWriter SC	6.75	81.00	13.50	162.00
S0249LL/A	Apple Personal LaserWriter NT	11.00	132.00	22.00	264.00
S0331LL/A	Apple Personal LaserWriter LS	4.25	51.00	8.50	102.00
S0332LL/A	Apple StyleWriter	1.50	18.00	3.00	36.00
SC30010	Daisy Wheel Printer	8.00	96.00	16.00	192.00
SC20005	Dot Matrix Printer	3.13	37.50	6.25	75.00
SC20019	ImageWriter Printer	2.50	30.00	5.00	60.00
SC00041	ImageWriter II Printer	2.50	30.00	5.00	60.00
SC00070	ImageWriter LQ	6.00	72.00	12.00	144.00
SC40031	Scribe Printer	2.00	24.00	4.00	48.00
SC20004	Silentype Printer	2.50	30.00	5.00	60.00
SC30015	Color Plotter	2.50	30.00	5.00	60.00
SC00084	Apple Scanner	6.00	72.00	12.00	144.00
S0366LL/A	Apple OneScanner	6.00	72.00	12.00	144.00
INPUT DEVICES					
SC70026	Macintosh Numeric Keypad	1.00	12.00	2.00	24.00
SC20008	Numeric Keypad	1.00	12.00	2.00	24.00
SC20006	Graphics Tablet	2.50	30.00	5.00	60.00

PART NO.		DESCRIPTION	RESELLER PRICE
FOUNDATION TRAINING COURSES			
011-7550	*	Apple II Service Course	$ 495.00
011-7552	*	Macintosh Service Course	495.00
011-7534	*	Laser Printers Service Course	595.00
011-7512		Networking Service Course	795.00
SELF-PACED TRAINING COURSES			
		Apple II Courses	
011-7523	*	Apple IIe and Apple IIc Plus for the Servicing Technician	65.00
011-7524	*	Apple IIGS for the Servicing Technician	65.00
		Macintosh Courses	
011-7526	*	Macintosh II Family for the Servicing Technician	65.00
011-7525	*	Macintosh Portable for the Servicing Technician	65.00
011-7559	*	Compact Macintosh for the Servicing Technician	65.00
011-7528	*	Macintosh System Software for the Servicing Technician	65.00
		Printer Courses	
011-7560		Apple Personal LaserWriter for the Servicing Technician	95.00
011-7592		ImageWriter LQ for the Servicing Technician	65.00
011-7561		Apple LaserWriter II for the Servicing Technician	95.00
011-7554		Apple StyleWriter for the Servicing Technician	65.00
SERVICE TRAINING VIDEO TAPES			
075-0022		Apple II Take Apart Video Tape	20.00
075-0023		Apple /// Take Apart Video Tape	30.00
075-0024		Disk Drive Take Apart Video Tape	20.00
075-0025		Disk Drive Adjustment 1 Video Tape	15.00
075-0026		Disk Drive Adjustment 2 Video Tape	15.00
075-0027		Silentype Video Tape	30.00
075-0028		DWP Take Apart PCB Video Tape	20.00
075-0029		DWP Take Apart Platen Adjustment Video Tape	15.00
075-0030		DWP Take Apart Carriage Assembly Video Tape	20.00
075-0031		DMP Take Apart Video Tape (Head Dot and Carrier Wire)	30.00
075-0032		DMP Take Apart Video Tape (Mech Assy)	15.00
075-0033		DMP Take Apart Video Tape (Carrier Mtr)	20.00
075-0035		Graphics Tablet Video Tape	20.00
075-0039		Lisa Video Take Apart Video Tape(Silent)	20.00
075-0041		Lisa Video Adjustment Video Tape	20.00
075-0052		LaserWriter Introductory Service Procedure	20.00
075-0054		LaserWriter Pedestal Take Apart	20.00
075-0060		LaserWriter Theory of Operation Part 1	30.00
075-0061		LaserWriter Theory of Operation Part 2	20.00
075-0066		LaserWriter Adjustment	15.00
075-0068		LaserWriter Take Apart	20.00
075-0073		Servicing ImageWriter II Video Tape	20.00
075-0075		AppleTalk Basics: AppleTalk Talks	30.00
075-0076		AppleTalk Basics: The Troubleshooter	30.00
075-0077		CRT Safety and Adjustments	30.00
075-0120		PowerBook Service Training Video	30.00

* These courses are required depending upon level of authorization required.

TRAINING, MANUALS, BUSINESS SUPPORT

PART NO.		DESCRIPTION	RESELLER PRICE
BUSINESS SUPPORT			
B0276LL/A	+	AppleOrder for Service	$ 0.00
ESD			
075-0072		ESD: The Shocking Truth Video Tape	30.00
076-0251		ESD: Prevention Kit	65.00
CHARTS			
073-0258		Module Symptom Codes Chart	0.00
CD-ROM			
077-8275		Apple Service Source CD, Rev. B	95.00
MANUALS			
Service Provider requirements or additional manual purchases:			
072-8228	Δ √	Technical Procedures, Macintosh Family Manuals and Updates	220.00
072-8229	√	Technical Procedures, Apple II Family Manuals and Updates	140.00
072-8230	Δ √	Technical Procedures, Macintosh and Apple II Family Manuals and Updates	280.00
072-8082	†	Service Programs Manual and Updates	75.00
072-8184		Module Identification Manual and Updates	45.00
Required renewals for Service Providers: *			
011-7096	√	Renewal, Macintosh Family Technical Procedures Updates	150.00
011-7097	√	Renewal, Apple II Family Technical Procedures Updates	80.00
011-7098	√	Renewal, Mac and Apple II Family Technical Procedures Updates	215.00
011-7067	†	Renewal, Service Programs Updates	55.00
011-7071		Renewal, Module Identification Updates	35.00
Other manuals & renewals required for authorized servicing dealers of these products: *			
072-0231		Apple II/Apple /// Family Archived Technical Procedures	65.00
072-8163		Laser Printers Tech. Procedures Manual and periodic Updates	115.00
011-7070		Renewal, Laser Printer periodic Updates	75.00
072-8085		Lisa/Mac XL Technical Procedures Manual & updates as released	30.00
072-0213		Peripheral Interface Guide	8.00
072-0266		Apple Service Guide, Macintosh Computers	15.00
072-8631		Apple Service Guide, LaserWriter Printers	15.00
011-7068		Renewal, Lisa/Macintosh XL Updates as released	0.00

+ All orders for AppleOrder must be submitted on the AppleOrder Enrollment Form. Any questions regarding AppleOrder should be directed to your Apple Customer Service Specialist.

√ Cross-Family Peripherals and Peripheral Interface Guide included.

† Each Authorized Servicing location is entitled to one complimentary Service Programs manual and updates. Continuing dealers will receive an annual renewal letter that includes renewal for the Complimentary update.

* Renewal part numbers are only for renewing existing subscriptions. Additional copies of updates may only be received in conjunction with additional manual orders.

Δ Apple Service Guide(ASG) for Macintosh Computers and Service Source CD included.

NOTE: Subscriptions Are Non-Refundable

PRODUCT	P/N	REV	DESCRIPTION	RESELLER PRICE
APPLE II FAMILY DIAGNOSTICS STARTER KIT				
	077-8313		**APPLE II DIAGNOSTICS & UPDATES -REQ.** (includes starter kit and one year of updates)	$ 150.00
CONTENTS OF APPLE II FAMILY DIAGNOSTICS STARTER KIT				
	077-0100	B	Apple II Product Diagnostic (5.25)	
	077-0217	A	Apple II Peripheral Diskette (5.25)	
	077-0232	E	Apple IIe, IIc Diagnostic 4.0 (5.25)	
	077-0233	H	Apple IIe, IIc, IIc Plus , IIGS, IIGS 1MB Diag. 4.1 (3.5)	
	077-0234	F	Apple IIGS, IIGS 1MB Diagnostic 4.1 (5.25)	
	077-0274	C	Apple II Hard Disk Test 1.0 & SCSI Card Test 2.1 (5.25)	
	077-0316	A	Apple II Video Overlay Card Diagnostic 1.0 (5.25)	
	077-0340	C	Apple II Hard Disk Test 1.0 & SCSI Card Test 2.1 (3.5)	
	077-8148	A	Apple IIc Loopback Cable	
	077-8219	C	SCSI Loopback Test Card	
	077-8324	A	Apple 5.25 Floppy Drive Test Assembly, Version 1.0 (replaces 077-8216)	
	590-0552	A	Cable, APM/ImageWriter II to Apple IIGS/Mac Plus	
	661-91097	A	Apple IIe 80 Col/64K Card	
	686-0027	A	Profile Limited Data Recovery Program 2.0 (5.25)	
APPLE II FAMILY DIAGNOSTIC RENEWAL				
	011-7077		**RENEWAL, APPLE II FAMILY DIAGNOSTIC UPDATES - REQUIRED**	$ 25.00

The Apple II Family Diagnostics included in this package cover the following products:

CPUs: Apple II, Apple II+, Apple IIe, Apple IIc, Apple IIc Plus, Apple IIGS

Monitors: Monitor II, Monitor IIc, Monitor ///, AppleColor Monitor 100, AppleColor Composite Monitor,ColorMonitor IIe/IIc, Apple Monochrome Monitor, AppleColor RGB Monitor, Flat Panel Display

Drives: ProFile, Disk II, Disk///, DuoDisk, UniDisk-Apple 5.25 Drive, Disk IIc, UniDisk 3.5, Apple 3.5, Hard Disk 20SC

Printers: Daisy Wheel Printer, Dot Matrix Printer, ImageWriter, ImageWriter II, Scribe, Silentype

Other: Apple II Memory Expansion Card, Apple II SCSI Cards, Apple IIGS Memory Expansion Card,Apple II Workstation Card, Apple IIc Memory Expansion Card, Apple II Keyboards and Mice.

NOTE: Subscriptions are non-refundable

SOFTWARE AND HARDWARE DIAGNOSTICS

PRODUCT	P/N	REV	DESCRIPTION	RESELLER PRICE
MACINTOSH FAMILY DIAGNOSTICS STARTER KIT				
	077-8312		**MAC DIAGNOSTICS & UPDATES -REQ.** (includes starter kit and one year of updates)	$ 400.00
CONTENTS OF MACINTOSH FAMILY DIAGNOSTICS STARTER KIT				
	072-8220	A	AppleCAT LaserWriter Quick Reference	
	072-8221	A	AppleCAT SE Quick Reference	
	072-8222	C	AppleCAT II/IIx Quick Reference	
	072-8238	B	AppleCAT SE/30 Quick Reference	
	072-8240	B	AppleCAT IIcx Quick Reference	
	076-0341	A	Macintosh II IWM/SWIM IC Extraction Tool	
	076-8354	A	SIMM Removal Tool	
	077-0220	B	MacTest 7.0	
	077-0242	A	NodeCheck 1.0	
	077-0243	D	MacTest SE Version 3.0	
	077-0244	F	MacTest II / IIx 3.1	
	077-0247	B	AppleCAT LaserWriter 1.1	
	077-0248	C	AppleCAT SE 3.0	
	077-0249	F	AppleCAT II/IIx 2.4	
	077-0250	B	AppleCAT SE/30 1.1	
	077-0251	A	MacTest SE/30 1.0	
	077-0258	K	Macintosh Peripherals Tests, Vol. 1, 5.0	
	077-0268	D	Macintosh Hard Disk Test 2.1.1	
	077-0269	C	AppleCAT IIcx/IIci 2.0	
	077-0270	B	MacTest IIcx/IIci 2.0	
	077-0322	A	Connect Test 1.0	
	077-0323	B	Macintosh Peripherals Tests Vol. 2, 2.0	
	077-0328	B	Modem Test 1.1	
	077-0329	D	MacTest Portable 2.0	
	077-0359	D	MacTest MP 2.0	
	077-0360	A	MacTest CL 1.0	
	077-0362	B	Macintosh 21" Color Display Patterns, 1.1	
	077-0363	A	Macintosh Peripheral Test Vol. 3, 1.0	
	077-8129	B	DB9 Serial Port Plug (Set of 2)	
	077-8209	A	AppleCAT LaserWriter Test Adapter Cable	
	077-8219	C	SCSI Loopback Test Card	
	077-8264	C	Macintosh II Bus Master Card	
	077-8265	B	Mini Din 8 Serial Loopback Plug	
	077-8319	A	LaserWriter II Test Connector	
	590-0169	C	DB9m to Din 25m cable	
	590-0551	A	DB9m to Mini Din 8m Cable	
	590-0552	A	Cable, APM/ImageWriter II to Apple IIGS & Mac Plus	
	678-5059	A	Caddy - Compact Disc	
	678-5064	A	CD Rom Test Disc 2.0	
	689-0045	A	Using Your ImageWriter LQ 1.0	
	690-8132	B	Inter • Poll, Network Administrator's Utility	
	699-0430	A	Mini Din 8m to DB9F Adapter Cable	

NOTE: Subscriptions are non-refundable

PRODUCT	P/N	REV	DESCRIPTION	RESELLER PRICE
MACINTOSH FAMILY DIAGNOSTIC RENEWAL				
	011-7091		**RENEWAL, MACINTOSH FAMILY DIAGNOSTIC UPDATES - REQUIRED**	$ 110.00

The Macintosh Family Diagnostics included in this package cover the following products:

CPUs: Mac/Macintosh Plus, Macintosh Classic/Classic II, Macintosh LC, Macintosh SE&SE/30, Macintosh II/IIx/fx, Macintosh IIcx/IIci, Macintosh IIsi, Macintosh Portable

Drives: Macintosh Disk Drive (400&800K), Apple 3.5, Hard Disk 20, Hard Disk 20SC/40SC/80/160SC, Apple PC 5.25, 1.4 MB FDHD/SuperDrive

Printers: LaserWriter/LaserWriter Plus, LaserWriter II, ImageWriter LQ

Misc.: LocalTalk, Macintosh II Video Card, EtherTalk Card, Mac SE PC Drive Card, Macintosh II PC Drive Card, AppleFax Modem, Portable Data Modem 2400, Apple Data Modem 2400, Macintosh II Display Card 8•24, Apple Scanner, Apple OneScanner, 8•24 GC Card, 2-Page Monochrome Display Video Card, Portrait Display Video Card, Monochrome Video Card, High Res RGB Video Card, 4•8 Video Card, IIci Cache Card, Apple II LC Card, and AppleCD SC/SC Plus.

PRODUCT	P/N	REV	DESCRIPTION	RESELLER PRICE
STARTER KIT HARDWARE DIAGNOSTIC TOOLS SOLD SEPARATELY				
Apple II Family	077-0325	A	Apple 5.25 Floppy Drive Test Reference Diskette	$ 18.00
Apple IIe	077-8219	C	SCSI Loopback Test Card	50.00
Apple IIc	077-8148	A	Apple IIc Loopback Cable	21.00
Apple IIGS	077-0317	A	Apple II Video Overlay Card Diagnostic; 1.0 (3.5)	10.00
	077-8219	C	SCSI Loopback Test Card	50.00
	590-0552	A	Cable, APM/ImageWriter II to Apple IIGS/Mac Plus	19.00
Macintosh Family	076-8354	A	SIMM Removal Tool	25.00
Macintosh/	077-8129	A	DB 9 Serial Port Plug (set of 2)	12.00
Macintosh Plus	077-8219	C	SCSI Loopback Test Card	50.00
	590-0552	A	Cable, APM/ImageWriter to Apple IIGS/Mac Plus	19.00
Macintosh SE &	077-8219	C	SCSI Loopback Test Card	50.00
SE/30	077-8265	A	MINI DIN 8 Serial Loopback Plug	20.00
	590-0551	A	DB9M to MINI DIN 8M Cable	17.00
	699-0430	B	MINI DIN 8M to DB9F Adapter Cable	13.00
Macintosh II/IIx/IIfx	076-0341	A	IWM/SWIM IC Extraction Tool	25.00
	077-8219	C	SCSI Loopback Test Card	50.00
	077-8264	A	Macintosh II BUS Master Card	212.00
	077-8265	A	MINI DIN 8 Serial Loopback Plug	20.00
	590-0551	A	DB9M to MINI DIN 8M Cable	17.00
	699-0430	B	MINI DIN 8M to DB9F Adapter Cable	13.00
Macintosh IIcx/IIci	076-0341	A	IWM/SWIM IC Extraction Tool	25.00
	077-8219	C	SCSI Loopback Test Card	50.00
	077-8265	A	MINI DIN 8 Serial Loopback Plug	20.00
	590-0551	A	DB9M to MINI DIN 8M Cable	17.00
	699-0430	B	MINI DIN 8M to DB9F Adapter Cable	13.00
Mac Portable	590-0552	A	Cable, APM, ImageWriter to Apple IIGS/Mac Plus	19.00
AppleColor Hi-Res RGB Monitor	126-6605	A	330µF, 25V, Jitter Adjustment	1.00
Disk II - Disk ///	076-0012	A	Disk Alignment Tool	100.00
AppleCD SC	678-5064	A	CD ROM Test Disc 2.0	110.00
LaserWriter Plus	076-8354	A	SIMM Removal Tool	25.00
	077-8209	A	AppleCAT LaserWriter Test Adapter Cable	52.00
LaserWriter II	076-8354	A	SIMM Removal Tool	25.00
	077-8319	A	LaserWriter II Test Connector	4.00



PRODUCT	P/N	REV	DESCRIPTION	RESELLER PRICE
HARDWARE AND SOFTWARE DIAGNOSTIC TOOLS NOT INCLUDED IN STARTER KITS				
Note: The following tools listed as required are not included in the Diagnostic Starter Kits and Updates. Although not included, they are REQUIRED for support of the product listed.				
Apple IIe	890-5124		Loopback Plug, Communications Protocol Card	$ 36.00
Apple III	**077-0009**	**A**	**CLOCK CALIBRATION KIT-REQUIRED**	18.00
	077-8013	**B**	**A/// DIAGNOSTIC DISKETTE-REQUIRED**	75.00
Apple III Plus	**077-8032**	**A**	**A/// PLUS DLR DIAG. DISKETTE-REQ.**	75.00
Lisa	077-8043	A	Video Align Graticule, Lisa 1.0	24.00
	077-8102	A	Lisa Test For Lisa 1.0	75.00
	077-8124	**C**	**LISA 2/MACINTOSH XL DIAG. (3.0)-REQ.**	75.00
	077-8169	**A**	**VIDEO ALIGN GRATICULE, MACINTOSH XL/LISA 2.0-REQUIRED**	51.00
Macintosh XL	077-0206	A	**SCREEN MOD. KIT DIAG.1.0-REQUIRED**	75.00
Mac/Mac Plus	077-0135	Δ	Macintosh Voltage Test Cable	15.00
	077-8222	A	SCSI Loopback Card to Mouse Port Cable	21.00
Mac II/IIx/IIfx / IIcx/IIci	077-0104	A	Twinax Cable w/DB 15 Connector	16.00
	077-0105	A	Twinax T-Connector	15.00
	077-0106	A	Twinax Terminator	18.00
	077-0107	A	Coax Cable	7.00
	077-0109	A	Token Ring Adaptor Cable	20.00
	077-0256	•	EtherTalk: Terminator Kit	12.00
	077-0257	•	EtherTalk: Thin Net Test Cable	5.00
Cluster Controller	077-8156	A	DataLine Monitor ROM Pack-Utilities	276.00
	077-8157	A	DataLine Monitor ROM Pack-SNA	315.00
	077-8158	A	DataLine Monitor ROM Pack-BSC	315.00
AppleLine	970-0879	A	LOOPBACK PLUG-REQUIRED	10.00
LaserWriter/Plus	**076-0121**	**A**	**POWER CHECKER, LASER - REQUIRED**	110.00
LaserWriter II	**076-0121**	**A**	**POWER CHECKER, LASER - REQUIRED**	110.00
Color Plotter	686-0020	A	Apple Plotter Interface Test	75.00
Apple Scanner	077-8300		Apple Scanner Service Test Chart	55.00

Δ Recommended for Stocking
• These tools are required only if you support the EtherTalk Card

TAKE-APART TOOLS

MOTHER PRODUCT	P/N	DESCRIPTION	RESELLER PRICE
Apple II	918-0017	Apple IC Extractor	$ 3.00
Apple IIGS	076-0264	VGC IC Extraction Tool	25.00
Macintosh Family	076-8354	SIMM Removal Tool	25.00
Mac/Mac Plus	076-0381 Δ	CRT Discharge Tool	30.00
	076-8053	TORX DRIVER - REQUIRED	16.00
	076-8059	PULL - APART TOOL - REQUIRED	18.00
Macintosh Classic	076-0390	Torque Driver	100.00
Macintosh LC	076-0390	Torque Driver	100.00
Macintosh SE & SE/30	076-0381 Δ	CRT Discharge Tool	30.00
Macintosh IIsi	076-0390	Torque Driver	100.00
Macintosh Quadra 700	076-0390	Torque Driver	100.00
Macintosh Quadra 900	076-0390	Torque Driver	100.00
Monitor II/ Monochrome Monitor IIe	076-0381 Δ	CRT Discharge Tool	30.00
Monitor IIc	076-0381 Δ	CRT Discharge Tool	30.00
Monitor ///	076-0381 Δ	CRT Discharge Tool	30.00
Apple Mono. Monitor	076-0381 Δ	CRT Discharge Tool	30.00
AppleColor Monitor 100	076-0381 Δ	CRT Discharge Tool	30.00
AppleColor Composite Monitor IIe and IIc	076-0381 Δ	CRT Discharge Tool	30.00
ColorMonitor IIe and IIc	076-0381 Δ	CRT Discharge Tool	30.00
AppleColor RGB	076-0310	LIGHT METER - REQUIRED	65.00
Monitor	076-0381 Δ	CRT Discharge Tool	30.00
Apple Macintosh 12" RGB Monitor	076-0392	High Voltage Probe	75.00
AppleColor Hi-Res	076-0310	LIGHT METER - REQUIRED	65.00
RGB Monitor	076-0381 Δ	CRT Discharge Tool	30.00

Δ Recommended for Stocking

TAKE-APART TOOLS

MOTHER PRODUCT	P/N	DESCRIPTION	RESELLER PRICE
Apple High-Res Monochrome Mon	076-0310	LIGHT METER - REQUIRED	$65.00
	076-0381 Δ	CRT Discharge Tool	30.00
Apple Two-Page Monochrome Monitor	949-0233	ALIGNMENT TOOL - REQUIRED	1.20
	949-0235	LINEARITY ADJ. TOOL- REQUIRED	3.60
	076-0310	LIGHT METER - REQUIRED	65.00
	076-0381 Δ	CRT Discharge Tool	30.00
Apple Macintosh Portrait Display	076-0310	LIGHT METER - REQUIRED	65.00
	076-0381 Δ	CRT Discharge Tool	30.00
	949-0233	ALIGNMENT TOOL - REQUIRED	1.20
Apple Macintosh 21" Color Display	076-0444	Diagnostic Overlay	150.00
Hard Disk 20	076-8053	TORX DRIVER - REQUIRED	16.00
	076-8059	PULL - APART TOOL - REQUIRED	18.00
Hard Disk 40/80 SC	918-0225	PROM Extractor, Orange Stick	1.00
Daisy Wheel Printer	077-0014	Spring Tension Gauge	33.00
	077-0015	Combo Gauge	90.00
	970-0006	Tellus Oil (2 oz)	3.00
Dot Matrix Printer	076-0043 Δ	Tool, Puller Motor Pulley	21.00
	077-0014 Δ	Spring Tension Gauge	33.00
ImageWriter Printer	076-0043 Δ	Tool, Puller Motor Pulley	21.00
	077-0014 Δ	Spring Tension Gauge	33.00
	970-0006	Tellus Oil (2 oz)	3.00
ImageWriter LQ	076-0347	Tool, Spring Remover/ Install	3.00
Scribe Printer	077-0014	Spring Tension Gauge	33.00
	918-0017 Δ	IC Extractor	3.00
Silentype Printer	076-0016	Torx Driver	15.00
Color Plotter	970-0594 Δ	Allen Wrench	4.50
Graphics Tablet	076-0008 Δ	Magnet	45.00
	076-0009 Δ	Pen Alignment Block	6.00
	076-0010 Δ	Plastic Sheet	9.00
	076-0025 Δ	Tweeking Tool	1.00

Δ Recommended for Stocking

APPLE II/APPLE II PLUS

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES		**STOCK**	**EXCH**	
	661-0258	Mouse Assembly, Apple IIe (replaced by 661-0259)			1
D	661-0259	Mouse, Beige, Apple II	$ 74.00	45.00	1
D	661-0318	Memory Expansion Card (Unpop.)	149.00	62.00	2
A	661-0455	Power Supply, Apple II	151.00	95.00	2
D	661-72083	TGS Interface Card	599.00	84.00	2
	661-74024	Kybd Mech Datanetics, Apple II (replaced by 661-91073)			2
	661-74025	Kybd Array Non-Sculp, Apple II (replaced by 661-91073)			2
D	661-91006	IEEE Card, Apple II	139.00	80.00	2
	661-91008	Communication Card, Apple II (replaced by 661-91067)			2
	661-91019	Integer Basic Card, Apple II (replaced by 661-91026)			2
	661-91020	Kybd Datanetic, Apple II (replaced by 661-91073 & 661-91023)			2
	661-91021	Kybd Array RFI Sculp, Apple II (replaced by 661-91073)			2
C	661-91023	Kybd Elec Encoder, Apple II	88.00	60.00	2
D	661-91026	Language Card, Apple II	184.00	64.00	2
	661-91039	Power Supply Astec (non-RFI), Apple II (replaced by 661-0455)			2
	661-91040	Power Supply, RFI, Apple II (replaced by 661-0455)			2
	661-91042	Power Supply, Old, Apple II (replaced by 661-91040)			2
	661-91043	Power Supply, UL, Apple II (replaced by 661-91040)			2
	661-91047	Parallel Printer Card, Apple II (replaced by 661-91080)			2
	661-91064	ROM Card, Apple II (replaced by 661-91026)			2
	661-91065	Serial Card, Apple II (replaced by 661-91067)			2
B	661-91067	Super Serial Card, Apple II	90.00	56.00	2
D	661-91073	Kybd Alp SW RFI Sculp, Apple II	195.00	166.00	2
	661-91075	Kybd Alp Switchable Non-Sculp, Apple II (replaced by 661-91073)			2
D	661-91080	Parallel Interface Card, Apple II	129.00	53.00	2
D	661-91095	SchoolBus Interface Card	136.00	93.00	2
	661-91150 †	Apple Communications Protocol Card		261.00	2
D	661-91185	AppleMouse II Interface Card	59.00	50.00	2
	661-91204	Motherboard w/RAM, Apple II (replaced by 661-91207)			2
	661-91205	Motherboard, RFI w/RAM, Apple II (replaced by 661-91207)			2
	661-91206	Motherboard w/RAM, Apple II+ (replaced by 661-91207)			2
D	661-91207	Motherbd, RFI, w/RAM, Apple II+	432.00	194.00	2
B	661-92011	Disk Controller Card, Apple II	123.00	85.00	2

† Service Stock for this module should be taken from your Finished Goods inventory. When you perform a repair, and send a defective module to Apple, you will be charged the Exchange price and receive a replacement card.

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	MODULES		**(cont.)**			
A	661-92131	*	Controller Card, UNI/DUODISK	$ 47.00	36.00	2
D	661-93191		Profile Interface Card, Apple II	124.00	71.00	2
	REPLACEMENT PARTS					
	197-0001		Crystal, 14.318630 MHZ	1.40		1
	302-9334		IC, 9334	5.00		1
	315-0828		IC, 8T28 (Apple II only)	5.00		1
	315-0897		IC, 8T97(Apple II only)	5.00		1
	331-0931		IC, Keyboard Encoder	45.00		1
	334-0002		IC, RAM 16K	3.70		1
	334-0021		RAM 256K	13.00		1
	341-0001		ROM 16K E0	45.00		1
	341-0002		ROM 16K E8	45.00		1
	341-0003		ROM 16K F0	45.00		1
	341-0004		ROM16K F8	45.00		1
	341-0011		ROM 16K-1AS-D0	45.00		1
	341-0012		ROM 16K-1AS-D8	45.00		1
	341-0013		ROM 16K-1AS-E0	45.00		1
	341-0014		ROM 16K-1AS-E8	45.00		1
	341-0015		ROM 16K-1AS-F0	45.00		1
	341-0016		ROM16K D0	45.00		1
	341-0027		IC, PROM P5A	45.00		1
	341-0028		IC, PROM State Machine P6A	45.00		1
	341-0036		ROM SPCL	25.00		1
	341-0057		ROM, Parallel Printer Card	25.00		1
	341-0299		IC,EPROM X- Meg ProFile Interface	30.00		1
	342-0020		ROM Autostart F8	45.00		1
	590-0003		Power Cable, AC	6.20		1
	590-0007		Cable, Apple II Keyboard Interconnect	6.50		1
	590-0021		Cable, Super Serial Card	11.00		1
	590-0042		External Parallel Printer Cable (DB-25)	29.00		1
	590-0049		Internal Parallel Printer Cable	19.00		1
	590-0126		SchoolBus Internal Cable	15.00		1
	590-0127		SchoolBus External Cable (3 meter)	30.00		1
	590-0133		SchoolBus External Cable (6 meter)	30.00		1
	600-0008		Configuration Block, Super Serial 1	4.00		1
	600-0009		Speaker Assy	2.40		1
	600-0361		Tube of 16K RAM (25 IC/tube)	65.00		1
	705-0015		Alps Short Stem Keyswitch	3.00		1
	705-0023		Switch, Power Supply, Rocker, Two-Pole	3.90		1
	705-0065		Switch, Power Supply, Rocker, Three-Pole	6.90		1
	710-0007		Lamp, BI-Pin, 5V.115A	1.60		1

* Included in DuoDisk Spares Kit.

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	REPLACEMENT PARTS (cont.)			
	740-0001	Fuse, Power Supply, 1 Amp, 250V	$ 1.50	1
	815-0182	12 Degree Adapter	1.00	1
	815-0772	Straight Adapter	1.30	1
	OTHER PARTS			
	600-8010	Assy, Installation Hardware (AII/II+ and AIIe)	18.00	
	605-0119	Apple II Keycap Set-Non Sculptured	6.00	
	605-0133	Apple II Keycap Set-Sculptured	7.50	
	810-0359	Lid, Apple II w/EMI	65.00	
	810-0360	Housing, Apple II w/EMI	115.00	
	815-0409	Retainer, Mouse Ball	1.80	
	815-0835	Lens, Power On Apple II	2.00	
	825-0036	Apple II+ Nameplate	3.00	
	830-0002	Apple II Hedlock Fastener	1.00	
	830-0003	Apple II PCB Standoff Fastener	1.00	
	830-0081	Spacer, Keyboard Dual Locking	1.00	
	865-0001	Rubber Feet	1.10	
	ADJUSTMENTS			
	011-7022	Reseating IC, Apple II		1

APPLE IIe

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

KITS

NONE

MODULES

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	661-0258		Mouse Assembly, Apple IIe (replaced by 661-0259)			1
D	661-0259		Mouse, Beige, Apple II	$ 74.00	45.00	1
D	661-0262		Ext. 80 Column AppleColor Card, Apple IIe	204.00	65.00	2
A	661-0283		Logic Board, Enhanced, Apple IIe	305.00	134.00	2
D	661-0306		UniDisk 3.5 - Apple IIe Interface Card	51.00	35.00	2
D	661-0318		Memory Expansion Card (Unpop.)	149.00	62.00	2
D	661-0344		SCSI Card, Apple II	84.00	52.00	2
D	661-0357		Extended Keyboard, Apple IIe -Platinum	106.00	90.00	1
D	661-0385		Apple II Video Overlay Card	329.00	148.00	2
	661-0389	†	Workstation Card, Apple II		94.00	2
A	661-0400		Mouse, Apple, Platinum	80.00	56.00	1
A	661-0455		Power Supply, Apple II	151.00	95.00	2
D	661-0499		High Speed SCSI Card, Apple II	84.00	52.00	2
D	661-1625	$	Apple II 3.5 Disk Controller Card	209.00	178.00	2
D	661-91006		IEEE Card, Apple II	139.00	80.00	2
	661-91040		Power Supply, RFI, Apple II (replaced by 661-0455)			2
B	661-91067		Super Serial Card, Apple II	90.00	56.00	2
D	661-91080		Parallel Interface Card, Apple II	129.00	53.00	2
A	661-91084		Logic Board, Apple IIe	351.00	138.00	2
A	661-91085		Keyboard, Apple IIe	169.00	116.00	1
D	661-91095		SchoolBus Interface Card	136.00	93.00	2
	661-91096		80 Column Card, Apple IIe (replaced by 661-91097)			2
A	661-91097		80 COL/64K Card, Apple IIe	65.00	41.00	2
	661-91150	†	Apple Communications Protocol Card		261.00	2
	661-91151		Power Supply, Apple II, IIe (replaced by 661-91040)			2
D	661-91185		AppleMouse II Interface Card	59.00	50.00	2
B	661-92011		Disk Controller Card, Apple II	123.00	85.00	2
A	661-92131	*	Controller Card, UNI/DUODISK	47.00	36.00	2
D	661-93191		Profile Interface Card, Apple II	124.00	71.00	2
	661-94119		Logic Board, Apple IIe, Rev. A (replaced by 661-91084)			2
	661-95139		SMK Short Stem Keyboard (replaced by 661-91085)			1
	661-95232		Alps Short Stem Keyboard (replaced by 661-91085)			1
	661-95233		SMK Long Stem Keyboard (replaced by 661-91085)			1

† Service Stock for this module should be taken from your Finished Goods inventory. When you perform a repair, and send a defective module to Apple, you will be charged the Exchange price and receive a replacement card.

$ ***Apple will discount your initial Service Stock purchase by 20% if your order is received by December 22, 1991 (limit one of each module per Service location).***

* Included in DuoDisk Spares Kit.

CPUs

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	REPLACEMENT PARTS			
	306-0245	IC, 74LS245	$ 5.00	1
	332-9600	IC Keyboard Encoder	45.00	1
	334-0003	IC RAM 64K 200ns w/Logo	6.90	1
	334-0021	RAM 256K	13.00	1
	341-0112	ROM, SCSI Interface Card (replaced by 341-0437)		1
	341-0299	IC,EPROM X- Meg ProFile Interface	30.00	1
	341-0437	ROM, SCSI Interface Card	25.00	1
	342-0132	IC ROM 16K Keyboard	45.00	1
	342-0133	IC ROM 32K Character Generator	45.00	1
	342-0134	IC ROM 'EF' Firmware	45.00	1
	342-0135	IC ROM 'CD' Firmware	45.00	1
	342-0170	IC, PAL, A2e, State, Mach.	25.00	1
	342-0265	IC Character Generator Rom, Enhanced IIe	45.00	1
	342-0303	IC ROM 'EF' Enhanced IIe	45.00	1
	342-0304	IC ROM 'CD' Enhanced IIe	45.00	1
	344-0010	IC, MMU	25.00	1
	344-0020	IC, IOU	25.00	1
	517-1230	Jumper, 2 pin	1.00	1
	590-0108	Keyboard Cable	3.90	1
	590-0126	SchoolBus Internal Cable	15.00	1
	590-0127	SchoolBus External Cable (3 meter)	30.00	1
	590-0129	Interconnect Cable, Numeric Keypad	29.00	1
	590-0133	SchoolBus External Cable (6 meter)	30.00	1
	590-0380	Power Cable, AC, 110V, Smoke	4.60	1
	590-0536	Cable, RGB Video, CPU to Monitor	17.00	1
	590-0620	Video I/O Cable, AII Video Overlay Card	7.90	1
	590-0625	RGB Video Cable, AII Video Overlay Card	12.00	1
	600-0009	Speaker Assy	2.40	1
	600-0180	Cable, Ext. 80 Column AppleColor Card	26.00	1
	705-0015	Alps Short Stem Keyswitch	3.00	1
	705-0023	Switch, Power Supply, Rocker, Two-Pole	3.90	1
	705-0044	Locking Keyswitch, Mitsumi	3.00	1
	705-0065	Switch, Power Supply, Rocker, Three-Pole	6.90	1
	705-0070	Alps Long Stem Keyswitch	3.00	1
	705-0077	Alps Alpha Lock Keyswitch	3.00	1
	705-0079	SMK Short Stem Keyswitch	3.00	1
	705-0080	SMK Caps Lock Short Stem	3.00	1
	705-0081	SMK Long Stem Keyswitch	3.00	1
	705-0082	SMK Caps Lock, Long Stem	3.00	1
	705-0084	SMK Low Friction Long Stem (replaced by 705-0081)		1
	705-0085	SNK Low Friction Short Stem	3.00	1
	705-0104	Keyswitch, Mitsumi	3.00	1
	710-0007	Lamp, BI-Pin, 5V.115A	1.60	1

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	REPLACEMENT PARTS (cont.)			
	740-0001	Fuse, Power Supply, 1 Amp, 250V	$ 1.50	1
	815-0772	Straight Adapter	1.30	1
	OTHER PARTS			
	076-8343	Spacebar Stabilizer Assembly, Apple IIe	9.00	
	607-5015	Case & Lid, AIIe, Platinum	55.00	
	658-7014	Keycap Set, Platinum (for P/N 661-0357)	33.00	
	658-7045	Keycap Set, Apple IIe, Alps, Beige w/Black	12.00	
	699-8001	Mouse Ball (25.4mm Diameter), Rubber Coated	7.00	
	805-0110	Plate, Nut, 25 Pin	1.90	
	810-0585	Base Pan, Smoke	16.00	
	815-0409	Retainer, Mouse Ball	1.80	
	815-0586	Light Pipe, Power	1.30	
	825-0054	Nameplate, Apple	3.70	
	825-0352	Label, Power-on	1.20	
	825-0359	Nameplate, Apple IIe	1.10	
	825-1340	Label, Logo, Platinum	1.20	
	835-0006	Screw, Hexagonal Nut Plate	1.00	
	835-0174	U Type Nut	1.20	
	860-0044	Standoff, Platinum	1.00	
	ADJUSTMENTS			
	011-7024	Reseating IC, Apple IIe		1

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-0259	Mouse, Beige, Apple II	$ 74.00	45.00	1
C	661-0264	Drive Mech Assembly, Apple IIc	165.00	114.00	2
C	661-0265	Drive Analog Board, Apple IIc	60.00	45.00	2
A	661-0294	Keyboard, Alps, Apple IIc	108.00	91.00	1
C	661-0359	Logic Board, Expandable, Apple IIc	256.00	126.00	2
D	661-0360	Memory Expansion Card, Apple IIc	178.00	60.00	2
D	661-0361	Keyboard, Alps, Platinum, Apple IIc	75.00	64.00	1
A	661-0400	Mouse, Apple, Platinum	80.00	56.00	1
D	661-71182	Power Supply, Internal, Apple IIc	75.00	64.00	2
A	661-91177	Logic Board, Apple IIc	287.00	116.00	2
	661-91181	Keyboard, Apple IIc (replaced by 661-0294)			1
	REPLACEMENT PARTS				
	109-0648	Knob, Volume Control	2.00		1
	334-0021	RAM 256K	13.00		1
	342-0445	IC, ROM 256K	45.00		1
	590-0181	Internal Disk Drive Cable	5.00		1
	600-0349	Speaker	3.00		1
	612-5004	Assy, Power Supply RFI Shield	12.00		1
	699-0220	RF Modulator	39.00		1
	699-0228	RF Modulator Cable	5.60		1
	699-0242	RF Modulator Switch Box	7.50		1
	699-0424	AC Power Pack (110V)	25.00		1
	705-0040	Key Switch, Low Profile (For P/N 661-91181)	3.80		1
	705-0041	On-Off Switch	6.00		1
	705-0102	KeySwitch Alternate(For P/N 661-91181)	3.00		1
	805-5038	Upper Head Shield Plate	2.00		1
	870-0023	Spring, Disk Door (Latch)	1.00		1
	970-1262	Keyswitch, Alps, Apple IIc (For P/N 661-0294, 661-0361)	3.00		1
	970-1263	Keyswitch, Locking, Alps	3.00		1
	OTHER PARTS				
	400-1604	Screw, 6-32x1/4	1.00		
	400-1612	Screw, 6-32x3/4	1.00		
	430-1019	Tap Screw 4-24x1/4	1.00		
	430-1020	Tap Screw 4-24x.750 PN CRS Rec. A	1.00		
	612-5029	Case, Apple IIc, Top	12.00		
	612-5030	Case, Apple IIc, Bottom	16.00		
	658-7055	Keycap Set (For P/N 661-91181)	20.00		
	658-7083	Keycap Set, Alps Beige (For P/N 661-0294)	15.00		

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	658-7096	Keycap Set, Alps Platinum (For P/N 661-0361)	$ 20.00	
	699-8001	Mouse Ball (25.4mm Diameter), Rubber Coated	7.00	
	725-0014	Bottom Shield Insulator	1.00	
	805-0877	Ground Clip	1.30	
	815-0409	Retainer, Mouse Ball	1.80	
	815-0587	Disk Drive Door, Platinum (Latch)	5.00	
	815-0810	Disk Drive Bezel	9.00	
	815-0811	Disk Drive Door (Latch)	5.00	
	815-0813	Back Panel	6.20	
	825-0907	Logo	1.20	
	835-0174	U Type Nut	1.20	
	865-0003	Rubber Foot	1.00	
	865-0021	Foot, Bumper	1.00	
	865-0027	Handle, Apple IIc	2.00	
	865-0030	Handle (replaced by 865-0027)		
	875-0049	Grounding Washer	1.50	
	946-0049	Tape, Clear Polyester 1/2	10.00	
	970-0473	Screw Disk Drive Bezel	1.00	
	U815-0064	Load Button	1.00	
	ADJUSTMENTS			
	011-7033	Disk IIc Adjustments		1

APPLE IIc PLUS

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
A	661-0345	800K Mechanism, Apple 3.5 Drive	$ 197.00	138.00	2
A	661-0400	Mouse, Apple, Platinum	80.00	56.00	1
D	661-0418	Logic Board, Apple IIc Plus	286.00	81.00	2
D	661-0419	Keyboard, Apple IIc Plus	95.00	64.00	1
D	661-0420	Power Supply	83.00	30.00	2
	REPLACEMENT PARTS				
	076-0209	Keyswitch Set, ADB Keyboard, Tan Plunger (10)	20.00		1
	590-0380	Power Cable, AC, 110V, Smoke	4.60		1
	590-0583	Cable, Internal Disk Drive	14.00		1
	600-0349	Speaker	3.00		1
	865-0867	Button Assy, Eject	12.50		1
	937-0031	Switch, Volume Control	3.60		1
	970-1263	Keyswitch, Locking, Alps	3.00		1
	OTHER PARTS				
	400-1612	Screw, 6-32x3/4	1.00		
	430-1029	Screw, Tap 4-20 x .250	1.00		
	430-1030	Screw, Tap 4-14 x .750	1.00		
	460-3400	Screw (Disk Drive to Bottom Shield)	1.00		
	612-5025	Case, Top	12.00		
	658-7101	Keycap Set	32.00		
	699-8001	Mouse Ball (25.4mm Diameter), Rubber Coated	7.00		
	805-0927	Shield, Disk Drive Bottom	4.70		
	805-0928	Shield, Disk Drive Top	5.60		
	815-0409	Retainer, Mouse Ball	1.80		
	815-0948	Case, Bottom	13.40		
	815-1084	Speaker Snap	1.00		
	815-1085	Knob, Volume Control	7.50		
	835-0176	Nut U-Tupe .022 Thk.	1.00		
	865-0024	Foot, Platinum	2.20		
	865-0055	Handle	9.00		
	ADJUSTMENTS				
	NONE				

APPLE IIGS

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
A	661-0334		Logic Board, Apple IIGS	$ 437.00	175.00	2
A	661-0335		Power Supply, Apple IIGS	115.00	95.00	2
B	661-0336		Memory Expansion Card, Apple IIGS	149.00	94.00	2
A	661-0337		Keyboard, Apple Desktop Bus	109.00	93.00	1
	661-0338		Mouse, Apple DeskTop Bus (replaced by 661-0479)			1
D	661-0344		SCSI Card, Apple II	84.00	52.00	2
D	661-0385		Apple II Video Overlay Card	329.00	148.00	2
A	661-0479		Mouse, Apple Desktop Bus	75.00	57.00	1
D	661-0499		High Speed SCSI Card, Apple II	84.00	52.00	2
A	661-0515		Logic Board, Apple IIGS, 1MB	479.00	175.00	2
C	661-0679		Logic Board, Apple IIe Upgrade	437.00	175.00	2
D	661-1625	$	Apple II 3.5 Disk Controller Card	209.00	178.00	2
	REPLACEMENT PARTS					
	076-0071		Keyswitch Set, Locking, SMK (Set of 5)	20.00		1
	076-0075		Keyswitch Set, ADB Keyboard, White Plunger (10)	16.00		1
	076-0209		Keyswitch Set, ADB Keyboard, Tan Plunger (10)	20.00		1
	334-0021		RAM 256K	13.00		1
	341-0112		ROM, SCSI Interface Card (replaced by 341-0437)			1
	341-0437		ROM, SCSI Interface Card	25.00		1
	342-0077	*	ROM, Apple IIGS	30.00		
	344S0046	*	VGC, Apple II GS	30.00		
	517-1230		Jumper, 2 pin	1.00		1
	590-0109		Cable, ADB Ancillary	10.00		1
	590-0361		Cable, ADB Keyboard (1 meter)	10.00		1
	590-0380		Power Cable, AC, 110V, Smoke	4.60		1
	590-0536		Cable, RGB Video, CPU to Monitor	17.00		1
	590-0550		Peripheral Adapter Cable (Apple IIGS)	21.00		1
	590-0552		Cable, APM-IW II/LQ to AIIGS & Mac Plus, Smoke	19.00		1
	590-0575		Cable, Mini DIN 8 to Mini DIN 8, MIDI	9.90		1
	590-0576		Cable, DIN 5 to DIN 5, MIDI	9.30		1
	590-0620		Video I/O Cable, AII Video Overlay Card	7.90		1
	590-0625		RGB Video Cable, AII Video Overlay Card	12.00		1
	607-5007		Fan	29.00		1
	607-5174		Speaker	3.30		1
	630-6282		Interface Box, MIDI	77.00		1
	742-0009		Battery, Lithium (with Leads)	5.60		1

$ ***Apple will discount your initial Service Stock purchase by 20% if your order is received by December 22, 1991 (limit one of each module per Service location).***

* Please refer to the Financials section for reimbursement information.

CPUs

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	REPLACEMENT PARTS (cont.)			
	742-0011	Battery, Lithium (without Leads)	$ 4.60	1
	970-1263	Keyswitch, Locking, Alps	3.00	1
	OTHER PARTS			
	076-0231	Retainer, ADB Mouse Ball (for 21.9mm mouse ball, retainer ring diam. = 38mm)	5.00	
	520-0344	Cover, Battery Holder	1.00	
	607-5004	Top Cover, Apple IIGS	30.00	
	607-5005	Base, Apple IIGS	32.00	
	607-5006	Case Hinge, Apple IIGS	6.00	
	607-5012	Bottom Pan, Apple IIGS Upgrade	20.00	
	607-5183	Assembly, Upgrade Hardware	4.40	
	658-7093	Keycap set, ADB Keyboard	23.00	
	699-8001	Mouse Ball (25.4mm Diameter), Rubber Coated	7.00	
	699-8038	Mouse Ball (21.9 mm Diameter), Black	7.00	
	805-0168	Apple IIGS Upgrade Keyboard Bracket	1.50	
	805-0169	Fence, EMI	1.20	
	815-0416	Case, Bottom ADB Keyboard	30.00	
	815-0417	Case, Top ADB Keyboard	15.00	
	815-0418	Case, Keypad Spacer ADB Keyboard	6.60	
	815-0816	Retainer, ADB Mouse (for 25.4mm mouse ball, retainer ring diameter = 34mm)	3.80	
	815-1136	Retainer, ADB Mouse (for 21.9mm mouse ball, retainer ring diameter = 30mm)	5.00	
	865-0024	Foot, Platinum	2.20	
	875-0063	Shielding Strip	3.60	
	944-1189	EMI Foam, Thin	2.00	

ADJUSTMENTS

NONE

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION			RC
	KITS				
	NONE				
	MODULES		**STOCK**	**EXCH**	
D	661-0495	Keyboard, Apple /// & /// Plus	$ 218.00	135.00	1
D	661-71078	Softcard ///	348.00	140.00	2
D	661-71125	Power Supply, Apple ///, Apple /// Plus	210.00	104.00	2
D	661-91007	Parallel Card, Apple ///	163.00	85.00	2
	661-91022	Keyboard, Apple /// (replaced by 661-0495)			1
	661-91027	Logic Board, 12V, Apple /// (replaced by 661-91069)			2
	661-91037	Power Supply, 110V, Apple /// (replaced by 661-71125)			2
	661-91068	Memory Board, 12V, Apple /// (replaced by 661-91124)			2
D	661-91069	Logic Board, 5V, Apple ///	655.00	236.00	2
D	661-91077	Serial Card, Apple ///	99.00	71.00	2
D	661-91124	Memory Board, 5V W/RAM, Apple ///	362.00	93.00	2
D	661-92002	Analog Card, Apple ///-Disk ///	92.00	66.00	2
D	661-92014	International Disk Mech Assy, Apple ///	208.00	156.00	2
D	661-92050	Profile Interface Card, Apple ///	126.00	85.00	2
	REPLACEMENT PARTS				
	112-0107	Resistor Array, 8 x 100 Ohm	1.00		1
	197-0001	Crystal, 14.318630 MHZ	1.40		1
	197-0004	Crystal, Tuning Fork 32.768 KHZ	1.00		1
	302-9334	IC, 9334	5.00		1
	334-0003	IC RAM 64K 200ns w/Logo	6.90		1
	341-0030	ROM Synchrom	25.00		1
	341-0031	ROM, Boot	25.00		1
	341-0032	ROM, Video Control	25.00		1
	341-0035	ROM, Keyboard Encoder	25.00		1
	341-0043	PROM, 1024 X 4 U174	25.00		1
	341-0045	PROM, 1024 X 4 U176.2	25.00		1
	341-0046	PROM. 1024 X 4 U180	25.00		1
	341-0055	IC, PROM U175-65	25.00		1
	341-0056	IC, PROM CASB65.1	25.00		1
	341-0057	ROM, Parallel Printer Card	25.00		1
	342-0061	IC PROM RAS65	12.00		1
	342-0063	IC PROM CASB256	12.00		1
	355-9708	IC, 9708	5.00		1
	590-0003	Power Cable, AC	6.20		1
	590-0017	Cable, Power Supply To Logic Board	8.50		1
	590-0032	Cable, Keyboard	18.00		1
	590-0128	Cable, Parallel I/F Adapter	18.00		1
	600-0009	Speaker Assy	2.40		1
	705-0009	Reset Keyswitch	3.00		1

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	REPLACEMENT PARTS (cont.)			
	705-0012	Arrow Keyswitch	$ 3.00	1
	705-0015	Alps Short Stem Keyswitch	3.00	1
	705-0077	Alps Alpha Lock Keyswitch	3.00	1
	710-0007	Lamp, BI-Pin, 5V.115A	1.60	1
	815-0182	12 Degree Adapter	1.00	1
	815-0772	Straight Adapter	1.30	1
	OTHER PARTS			
	515-0050	Three-Pin Molex Connector	1.00	
	705-0010	Switch, Rocker SPST with on/off Legend	2.00	
	805-0057	Clip, Disk Hold Down	1.00	
	815-0086	Housing, Apple ///, Apple /// Plus	20.00	
	815-0087	Keyboard Cover, Apple ///	11.00	
	815-0162	Door Clip, Disk Apple ///	1.10	
	825-0054	Nameplate, Apple	3.70	
	825-0163	Label, Power On Lens	2.00	
	830-0014	Fastener, Retaining Clip	1.00	
	ADJUSTMENTS			
	011-7013	Reseating IC, Apple ///, Apple /// Plus		1

APPLE /// PLUS

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-0495	Keyboard, Apple /// & /// Plus	$ 218.00	135.00	1
D	661-71125	Power Supply, Apple ///, Apple /// Plus	210.00	104.00	2
	661-91037	Power Supply, 110V, Apple /// (replaced by 661-71125)			2
D	661-91122	Logic Card, 5V, Apple /// Plus	589.00	155.00	2
D	661-91124	Memory Board, 5V W/RAM, Apple ///	362.00	93.00	2
D	661-92002	Analog Card, Apple ///-Disk ///	92.00	66.00	2
D	661-92014	International Disk Mech Assy, Apple ///	208.00	156.00	2
D	661-92050	Profile Interface Card, Apple ///	126.00	85.00	2
	661-95127	Keyboard, Apple /// Plus (replaced by 661-0495)			1
	REPLACEMENT PARTS				
	332-8167	IC, Clock, Real Time, B-I	16.00		1
	342-0136	IC, ROM, Keyboard Encoder	45.00		1
	342-0145	IC, ROM, Interface Synch, B-I	6.40		1
	590-0003	Power Cable, AC	6.20		1
	590-0082	Assy, Battery Cable, Apple /// Plus	3.00		1
	590-0118	Cable, Power Supply RFI, Apple /// Plus	19.00		1
	590-0128	Cable, Parallel I/F Adapter	18.00		1
	600-0009	Speaker Assy	2.40		1
	705-0009	Reset Keyswitch	3.00		1
	705-0012	Arrow Keyswitch	3.00		1
	705-0015	Alps Short Stem Keyswitch	3.00		1
	705-0077	Alps Alpha Lock Keyswitch	3.00		1
	815-0182	12 Degree Adapter	1.00		1
	815-0772	Straight Adapter	1.30		1
	OTHER PARTS				
	658-7041	Apple III Plus Keycap Set	12.00		
	815-0086	Housing, Apple ///, Apple /// Plus	20.00		
	815-0719	Keyboard Cover, Apple /IIIPlus	19.00		
	ADJUSTMENTS				
	011-7013	Reseating IC, Apple ///, Apple /// Plus			1

CPUs

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-0298	Macintosh XL Modified CPU Card	$ 288.00	189.00	2
D	661-73172	Power Supply, Lisa/Macintosh XL	288.00	216.00	2
A	661-76156	400K Mechanism, Apple 3.5 Drive	230.00	147.00	2
D	661-93103	Lisa/Macintosh XL CPU Card	252.00	189.00	2
D	661-93104	Lisa 1.0 I/O Card	252.00	162.00	2
D	661-93105	Lisa/Macintosh XL Memory Board	431.00	231.00	2
D	661-93106	Lisa 1.0/2.0 Motherboard	167.00	142.00	2
D	661-93107	Lisa/Macintosh XL Video Board	123.00	89.00	2
	661-93108	Lisa Power Supply (replaced by 661-73172)			2
D	661-93109	Lisa/Macintosh XL Keyboard	209.00	143.00	1
D	661-93110	Lisa 1.0 Drive Module	500.00	194.00	2
	661-93111	Lisa Mouse (replaced by 661-96155)			1
D	661-93138	Lisa/Macintosh XL Parallel Interface Card	112.00	95.00	2
D	661-93194	Drive Adapter Card	56.00	48.00	2
D	661-93198	Lisa 2/5 I/O Board	252.00	176.00	2
A	661-96155	Mouse, Macintosh, Biege	99.00	56.00	1
	REPLACEMENT PARTS				
	076-0104	Softswitch Assy, Lisa/Macintosh XL	51.00		1
	076-0105	Lisa/Macintosh XL CRT Yoke Assy	266.00		1
	076-0106	Lisa/Macintosh XL Flyback Transformer	66.00		1
	159-0015	Magnet, Yoke Trim	1.00		1
	159-0020	Magnet, Yoke, Yellow	1.00		1
	159-0021	Magnet, Yoke Red	1.00		1
	159-0022	Magnet, Yoke, Green	1.00		1
	159-0023	Magnet, Yoke, Blue	1.00		1
	341-0175	Boot ROM, High 64K (Rev. H)	15.00		1
	341-0176	Boot ROM, Low 64K (Rev. H)	15.00		1
	590-0086	Microdisk Adapter Cable	18.00		1
	591-0002	Cable Assy, Disk Drive Lisa 1.0/2.0	38.00		1
	591-0003	Cable Assy, Power Lisa 1.0	93.00		1
	591-0017	Microdisk Extender Cable	26.00		1
	591-0020	Power Cable 2.0/Macintosh XL	87.00		1
	OTHER PARTS				
	341-0138	Disk Controller	48.00		
	341-0290	Disk Controller ROM, Lisa 2.0	48.00		
	341-0346	Boot ROM, Low (for Screen Modified Units)	24.00		
	341-0347	Boot ROM, High (for Screen Modified Units)	34.00		
	341-0348	Video ROM (for Screen Modified Units)	34.00		

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	400-1405	Card Cage Screw, 4-40x5/16	$ 1.00	
	400-1603	Video Board Screw, 6-32x3/16	1.00	
	400-3604	Screw, 6-32x 1/4, Pozi-Drive FLT Hd, Disk II	1.00	
	410-1306	Screw, M3.0x.5x6MM	1.10	
	430-3001	Bottom Pan Screw, TAP 6-20x0.375	1.00	
	450-0020	Serrated Washer, CRT, 8-32x0.375	1.00	
	620-5105	Subassembly, Back	93.00	
	620-5127	Lisa 1.0 Bezel Subassembly	30.00	
	620-5136	Lisa 2.0/Macintosh XL Bezel Subassembly	33.00	
	620-6112	Glare Screen Assy	41.00	
	699-0346	Transformer	10.00	
	699-8001	Mouse Ball (25.4mm Diameter), Rubber Coated	7.00	
	805-4008	CRT Cup	33.00	
	805-4046	Lisa 1.0/2.0 Card Cage Chassis	36.00	
	805-4052	Microdisk Drive Carrier	30.00	
	815-4073	Right Side Plastic	22.00	
	815-4074	Left Side Plastic	22.00	
	815-4075	Top Cover Plastic	28.00	
	815-4090	Bottom Pan	19.00	
	815-4120	Lens, Bezel LED	1.30	
	825-4002	Label, Danger	1.00	
	830-0051	Fastener, 1/4 Turn	1.00	
	835-0116	Nut, Hex Size 6, Microdisk Adapter PCB	1.00	
	835-0150	Nut, Washer Assembly, Card Cage Chamber	1.00	
	835-0181	Nut/Washer Assembly, M3 0.5, Lisa/Mac XL Flyback	1.00	
	860-0009	Microdisk Drive Standoff	1.20	
	860-0210	Microdisk Adapter Standoff	1.30	
	860-0251	Washer, INT Tooth #6	1.00	
	ADJUSTMENTS			
	011-7003	Video Alignment		1

MACINTOSH XL

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-0298	Macintosh XL Modified CPU Card	$ 288.00	189.00	2
D	661-73172	Power Supply, Lisa/Macintosh XL	288.00	216.00	2
A	661-76156	400K Mechanism, Apple 3.5 Drive	230.00	147.00	2
D	661-93103	Lisa/Macintosh XL CPU Card	252.00	189.00	2
D	661-93105	Lisa/Macintosh XL Memory Board	431.00	231.00	2
D	661-93107	Lisa/Macintosh XL Video Board	123.00	89.00	2
D	661-93109	Lisa/Macintosh XL Keyboard	209.00	143.00	1
D	661-93138	Lisa/Macintosh XL Parallel Interface Card	112.00	95.00	2
D	661-93170	Macintosh XL Motherboard	144.00	108.00	2
D	661-93171	Macintosh XL I/O Board	235.00	173.00	2
D	661-93176	Macintosh XL Hard Disk Assy	1350.00	337.00	2
A	661-96155	Mouse, Macintosh, Biege	99.00	56.00	1
	REPLACEMENT PARTS				
	076-0104	Softswitch Assy, Lisa/Macintosh XL	51.00		1
	076-0105	Lisa/Macintosh XL CRT Yoke Assy	266.00		1
	076-0106	Lisa/Macintosh XL Flyback Transformer	66.00		1
	159-0015	Magnet, Yoke Trim	1.00		1
	159-0020	Magnet, Yoke, Yellow	1.00		1
	159-0021	Magnet, Yoke Red	1.00		1
	159-0022	Magnet, Yoke, Green	1.00		1
	159-0023	Magnet, Yoke, Blue	1.00		1
	341-0175	Boot ROM, High 64K (Rev. H)	15.00		1
	341-0176	Boot ROM, Low 64K (Rev. H)	15.00		1
	591-0014	Drive Cable Macintosh XL	41.00		1
	591-0017	Microdisk Extender Cable	26.00		1
	591-0020	Power Cable 2.0/Macintosh XL	87.00		1
	600-0030	Macintosh XL Fan	52.00		1
	805-5038	Upper Head Shield Plate	2.00		1
	OTHER PARTS				
	341-0281	Disk Controller ROM, Macintosh XL	48.00		
	341-0346	Boot ROM, Low (for Screen Modified Units)	24.00		
	341-0347	Boot ROM, High (for Screen Modified Units)	34.00		
	341-0348	Video ROM (for Screen Modified Units)	34.00		
	400-1405	Card Cage Screw, 4-40x5/16	1.00		
	400-1603	Video Board Screw, 6-32x3/16	1.00		
	400-3604	Screw, 6-32x 1/4, Pozi-Drive FLT Hd, Disk II	1.00		
	406-1618	Fan Screw, 6-32x1	1.00		
	410-2306	Microdisk Carrier Bottom Screw, M3.5x6MM	1.00		

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	430-3001	Bottom Pan Screw, TAP 6-20x0.375	$ 1.00	
	450-0020	Serrated Washer, CRT, 8-32x0.375	1.00	
	602-0048	Macintosh XL Hard Disk packaging	59.00	
	620-5105	Subassembly, Back	93.00	
	620-5136	Lisa 2.0/Macintosh XL Bezel Subassembly	33.00	
	620-6112	Glare Screen Assy	41.00	
	699-0346	Transformer	10.00	
	699-8001	Mouse Ball (25.4mm Diameter), Rubber Coated	7.00	
	805-4008	CRT Cup	33.00	
	805-4051	Macintosh XL Card Cage Chassis	30.00	
	805-4052	Microdisk Drive Carrier	30.00	
	805-4054	Microdisk Drive Carrier Shelf	18.00	
	815-4073	Right Side Plastic	22.00	
	815-4074	Left Side Plastic	22.00	
	815-4075	Top Cover Plastic	28.00	
	815-4090	Bottom Pan	19.00	
	815-4120	Lens, Bezel LED	1.30	
	825-4002	Label, Danger	1.00	
	825-4052	Label, Connector	3.00	
	830-0051	Fastener, 1/4 Turn	1.00	
	835-0150	Nut, Washer Assembly, Card Cage Chamber	1.00	
	835-0181	Nut/Washer Assembly, M3 0.5, Lisa/Mac XL Flyback	1.00	
	860-0009	Microdisk Drive Standoff	1.20	
	860-0251	Washer, INT Tooth #6	1.00	
	ADJUSTMENTS			
	011-7003	Video Alignment		1

MACINTOSH 128K/512K/512Ke

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
	661-0220	+	ROM, High, Macintosh w/400k floppy	No stocking	40.00	2
	661-0221	+	ROM, Low, Macintosh w/400K floppy	No stocking	40.00	2
	661-0305		800K Mechanism, Apple 3.5 Drive (replaced by 661-0345)			2
A	661-0322		Keyboard, Mac Plus, Beige	85.00	72.00	1
A	661-0345		800K Mechanism, Apple 3.5 Drive	197.00	138.00	2
A	661-0461		Power Supply 110V, Macintosh, Beige	195.00	97.00	2
	661-0632	+	ROM, High, Macintosh w/800k floppy	No stocking	40.00	2
	661-0633	+	ROM, Low, Macintosh w/800k floppy	No stocking	40.00	2
	661-76153		Power Supply (replaced by 661-0461 or 661-0462)			2
A	661-76156		400K Mechanism, Apple 3.5 Drive	230.00	147.00	2
	661-76214	I	Power Sweep Board, 220V	No stocking	132.00	2
D	661-96152		128K Logic Board (replaced by 661-96236)			2
	661-96154		Keyboard, Macintosh, Beige (replaced by 661-0322)			1
A	661-96155		Mouse, Macintosh, Biege	99.00	56.00	1
B	661-96236		Logic Board, Macintosh 512K/Ke	445.00	173.00	2
	C661-0297	*	Keyboard, Foreign Language (replaced by C661-0416)			1
	C661-0416	I	Keyboard, Platinum, French Canadian	No stocking	74.00	1
	D661-0416	I	Keyboard, Platinum, German	No stocking	74.00	1
	E661-0416	I	Keyboard, Platinum, Spanish	No stocking	74.00	1
	F661-0416	I	Keyboard, Platinum, French	No stocking	74.00	1
	T661-0416	I	Keyboard, Platinum, Italian	No stocking	74.00	1
	REPLACEMENT PARTS					
	076-0103		CRT and Yoke Assembly, Rev. A	90.00		1
	342-0220		Boot ROM High 256K (replaced by 661-0220)			2
	342-0221		Boot ROM Low 256K (replaced by 661-0221)			2
	342-0341		ROM, High Boot (replaced by 661-0632)			2
	342-0342		ROM, Low Boot (replaced by 661-0633)			2
	590-0144		Keyboard/Keypad Cable	6.70		1
	590-0160		CRT Socket Cable	9.00		1
	590-0167		Cable, Internal, Floppy Drive (Red Stripe)	9.00		1
	590-0380		Power Cable, AC, 110V, Smoke	4.60		1
	590-0437		Cable, Internal, 3.5 Drive (Yellow Stripe)	9.00		1
	590-0511		Cable, Power Supply to Logic Board	12.00		1
	705-0044		Locking Keyswitch, Mitsumi	3.00		1

+ ***All failed Macintosh ROMs must be returned to Apple. Failure to do so will result in a $500 charge per ROM not returned.***

I International Part

* All Macintosh and Macintosh Plus Foreign Language Keyboards have been replaced by their equivalent "x"661-0416 as listed above.

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION			RC
	REPLACEMENT PARTS (cont.)					
	705-0070		Alps Long Stem Keyswitch	$	3.00	1
	705-0077		Alps Alpha Lock Keyswitch		3.00	1
	705-0104		Keyswitch, Mitsumi		3.00	1
	725-0018		Mylar Washer		1.00	1
	740-0060	I	Fuse 1.6A, 250V		1.60	1
	740-0300		Power Supply Fuse, 2.5A, 250VAC		2.00	1
	742-0003		Battery Alka, 4.5A		1.00	1
	OTHER PARTS					
	426-1001		Screw, Tap, M4.22 x 1.41 x 13, Torx, Zinc (CRT & Chassis)		1.00	
	426-1007		Screw, Tap, M4.22 x 1.41 x 16, Torx, Zinc (Case Top)		1.00	
	430-1025		Screw, Tap 2.20x6.25 (keybd. case)		1.00	
	435-5002		Screw, Tap 8.32 x .625 Fill, Torx, Zinc Oxide (Case Bottom)		1.00	
	440-4105		Screw, Sem 4-40 x3/8		1.00	
	462-3100		Screw, M3 x 0.5 x 6		1.00	
	470-2100		Screw, 2.9 x 6mm (replaced by 490-0002)			
	470-2101		Screw, M2.9 x 10 (replaced by 440-4105)			
	490-0002		Screw, Tap, 6-32x.375 (Chassis Grounding)		1.00	
	602-0210		Service Packaging, 800K/FDHD Apple SuperDrive		4.50	
	630-5139		Rear Housing with Label		73.00	
	658-7039		Keycap Set, Mac 128K, 512K, 512Ke, Beige		25.00	
	699-8001		Mouse Ball (25.4mm Diameter), Rubber Coated		7.00	
	725-0011		Insulator Shield (back of power supply)		3.00	
	805-0217		Shield, Internal 800K Drive		5.70	
	805-0575		Upper Ground Clip		1.00	
	805-0576		Lower Ground Clip		1.00	
	805-0577		RFI Shroud, Macintosh		3.80	
	805-0765		Shield for Internal 400K Drive		8.00	
	805-0766		Chassis, Macintosh		12.00	
	815-0409		Retainer, Mouse Ball		1.80	
	815-0728		Case, Keyboard Top, Macintosh		6.00	
	815-0737		Reset/Interrupt Switch, Beige		1.20	
	815-0754		Case, Keyboard Bottom, Macintosh		9.00	
	815-0938		Battery Door, Macintosh, Beige		1.00	
	825-0547		Label, Logo (Bezel)		1.00	
	825-0613		Label, Logo (Housing)		1.00	
	825-0742		Label, Macintosh		1.00	
	825-1014		Label, Agency Approval, Macintosh 512K		1.20	
	825-1064		Label, Macintosh Signature, 128K		1.00	
	825-1065		Label, Macintosh Signature, 512K		1.00	
	825-4018		Label, Agency Approval		1.80	
	865-0029		Brightness Knob, Platinum		1.20	

I International Part

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	865-0051	Foot, Platinum	$ 1.00	
	ADJUSTMENTS			
	011-7026	CRT/Video Adjustment		1

MACINTOSH PLUS

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
	661-0305		800K Mechanism, Apple 3.5 Drive (replaced by 661-0345)			2
A	661-0322		Keyboard, Mac Plus, Beige	$ 85.00	72.00	1
A	661-0345		800K Mechanism, Apple 3.5 Drive	197.00	138.00	2
A	661-0400		Mouse, Apple, Platinum	80.00	56.00	1
C	661-0402		SIMM, 256K, 120ns	49.00	41.00	2
D	661-0403		SIMM,1MB, 120ns	162.00	95.00	2
B	661-0416		Keyboard, Mac Plus, Platinum	85.00	72.00	1
A	661-0461		Power Supply 110V, Macintosh, Beige	195.00	97.00	2
A	661-0462		Power Supply 110V, Macintosh, Platinum	195.00	97.00	2
D	661-0494		SIMM, DIP, 256K, 120ns	49.00	41.00	2
A	661-0525		Logic Board, Macintosh Plus (without RAM)	312.00	225.00	2
	661-0632	+	ROM, High, Macintosh w/800k floppy	No stocking	40.00	2
	661-0633	+	ROM, Low, Macintosh w/800k floppy	No stocking	40.00	2
	661-76153		Power Supply (replaced by 661-0461 or 661-0462)			2
	661-76214	I	Power Sweep Board, 220V	No stocking	132.00	2
	661-96154		Keyboard, Macintosh, Beige (replaced by 661-0322)			1
A	661-96155		Mouse, Macintosh, Biege	99.00	56.00	1
	C661-0297	*	Keyboard, Foreign Language (replaced by C661-0416)			1
	C661-0416	I	Keyboard, Platinum, French Canadian	No stocking	74.00	1
	D661-0416	I	Keyboard, Platinum, German	No stocking	74.00	1
	E661-0416	I	Keyboard, Platinum, Spanish	No stocking	74.00	1
	F661-0416	I	Keyboard, Platinum, French	No stocking	74.00	1
	T661-0416	I	Keyboard, Platinum, Italian	No stocking	74.00	1
	REPLACEMENT PARTS					
	076-0103		CRT and Yoke Assembly, Rev. A	90.00		1
	342-0341		ROM, High Boot (replaced by 661-0632)			2
	342-0342		ROM, Low Boot (replaced by 661-0633)			2
	590-0144		Keyboard/Keypad Cable	6.70		1
	590-0160		CRT Socket Cable	9.00		1
	590-0167		Cable, Internal, Floppy Drive (Red Stripe)	9.00		1
	590-0170		Keyboard/Keypad cable, Smoke	9.00		1
	590-0380		Power Cable, AC, 110V, Smoke	4.60		1
	590-0437		Cable, Internal, 3.5 Drive (Yellow Stripe)	9.00		1
	590-0511		Cable, Power Supply to Logic Board	12.00		1

\+ ***All failed Macintosh ROMs must be returned to Apple. Failure to do so will result in a $500 charge per ROM not returned.***

I International Part

* All Macintosh and Macintosh Plus Foreign Language Keyboards have been replaced by their equivalent "x"661-0416 as listed above.

MACINTOSH PLUS

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION		RC
REPLACEMENT PARTS (cont.)					
	590-0552		Cable, APM-IW II/LQ to AIIGS & Mac Plus, Smoke	$ 19.00	1
	590-0575		Cable, Mini DIN 8 to Mini DIN 8, MIDI	9.90	1
	590-0576		Cable, DIN 5 to DIN 5, MIDI	9.30	1
	630-6282		Interface Box, MIDI	77.00	1
	699-0430		Cable, Peripheral Adapter, Macintosh Plus, Smoke	13.00	1
	705-0044		Locking Keyswitch, Mitsumi	3.00	1
	705-0070		Alps Long Stem Keyswitch	3.00	1
	705-0077		Alps Alpha Lock Keyswitch	3.00	1
	705-0104		Keyswitch, Mitsumi	3.00	1
	725-0018		Mylar Washer	1.00	1
	740-0060	I	Fuse 1.6A, 250V	1.60	1
	740-0300		Power Supply Fuse, 2.5A, 250VAC	2.00	1
	742-0003		Battery Alka, 4.5A	1.00	1
OTHER PARTS					
	101-4151		Resister, 150Ω, .25W, ±5%	1.00	
	426-1001		Screw, Tap, M4.22 x 1.41 x 13, Torx, Zinc (CRT & Chassis)	1.00	
	426-1007		Screw, Tap, M4.22 x 1.41 x 16, Torx, Zinc (Case Top)	1.00	
	430-1025		Screw, Tap 2.20x6.25 (keybd. case)	1.00	
	435-5002		Screw, Tap 8.32 x .625 Fill, Torx, Zinc Oxide (Case Bottom)	1.00	
	440-4105		Screw, Sem 4-40 x3/8	1.00	
	462-3100		Screw, M3 x 0.5 x 6	1.00	
	470-2100		Screw, 2.9 x 6mm (replaced by 490-0002)		
	470-2101		Screw, M2.9 x 10 (replaced by 440-4105)		
	490-0002		Screw, Tap, 6-32x.375 (Chassis Grounding)	1.00	
	602-0210		Service Packaging, 800K/FDHD Apple SuperDrive	4.50	
	630-5211		Rear Housing, Macintosh Plus	73.00	
	630-5235		Rear Housing,Platinum, Macintosh Plus	73.00	
	658-5186		Keycap Set, Beige, Macintosh Plus	20.00	
	658-5190		Keycap Set, Smoke, Macintosh Plus	20.00	
	699-8001		Mouse Ball (25.4mm Diameter), Rubber Coated	7.00	
	725-0011		Insulator Shield (back of power supply)	3.00	
	805-0217		Shield, Internal 800K Drive	5.70	
	805-0575		Upper Ground Clip	1.00	
	805-0576		Lower Ground Clip	1.00	
	805-0765		Shield for Internal 400K Drive	8.00	
	805-0766		Chassis, Macintosh	12.00	
	805-0910		Ground Clip, Macintosh Plus	1.00	
	805-5047		RFI Shroud, Macintosh Plus	4.80	
	810-0379		Front Bezel, Macintosh Plus, Beige	36.00	
	810-0385		Front Bezel, Macintosh Plus, Platinum	36.00	
	815-0409		Retainer, Mouse Ball	1.80	

I International Part

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION			RC
	OTHER PARTS (cont.)				
	815-0737	Reset/Interrupt Switch, Beige	$	1.20	
	815-0763	Reset/Interrupt Switch, Platinum		1.20	
	815-0936	Case, Keyboard Top, Macintosh Plus, Beige		4.00	
	815-0937	Case, Keyboard Bottom, Macintosh Plus, Beige		6.30	
	815-0938	Battery Door, Macintosh, Beige		1.00	
	815-0971	Battery Door, Macintosh Plus, Platinum		1.00	
	815-0983	Case, Keyboard Top, Macintosh Plus, Platinum		4.00	
	815-0984	Case, Keyboard Bottom, Macintosh Plus, Platinum		6.30	
	825-0547	Label, Logo (Bezel)		1.00	
	825-1254	Label, Agency Approval, Macintosh Plus, Beige		1.00	
	825-1345	Label, Agency Approval, Macintosh Plus, Platinum		1.00	
	865-0029	Brightness Knob, Platinum		1.20	
	865-0051	Foot, Platinum		1.00	
	ADJUSTMENTS				
	011-7026	CRT/Video Adjustment			1

MACINTOSH SE

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
A	661-0345		800K Mechanism, Apple 3.5 Drive	$ 197.00	138.00	2
A	661-0370		Power Supply, Mac SE & SE/30	236.00	132.00	2
A	661-0371		Analog Board, Macintosh SE&SE/30	189.00	141.00	2
A	661-0373		HDA, Internal, 20MB, 3.5 SCSI, Rev A	519.00	245.00	2
C	661-0402		SIMM, 256K, 120ns	49.00	41.00	2
D	661-0403		SIMM,1MB, 120ns	162.00	95.00	2
D	661-0406		PC Interface Card, Macintosh SE	85.00	58.00	2
D	661-0410		SIMM, DIP, 1MB, 120ns	162.00	95.00	2
A	661-0464		HDA, Internal, 40MB, 3.5 SCSI (replaced by 661-1629)			2
A	661-0474		1.44 FDHD Apple SuperDrive Disk Drive	324.00	188.00	2
A	661-0479		Mouse, Apple Desktop Bus	75.00	57.00	1
D	661-0494		SIMM, DIP, 256K, 120ns	49.00	41.00	2
A	661-0526		Logic Board, Macintosh SE (800K)(w/o RAM)	456.00	197.00	2
A	661-0536		Logic Board, Mac SE (FDHD/SuperDrive)(w/o RAM)	469.00	228.00	2
A	661-0600		HDA, Internal, 80MB, 3.5 SCSI	1104.00	395.00	2
C	661-0612		HDA, Internal, 20MB, 3.5 SCSI, Rev B (replaced by 661-1629)			2
	661-0701	+	ROM, High, Macintosh SE FDHD Upgrade	No stocking	40.00	2
	661-0702	+	ROM, Low, Macintosh SE FDHD Upgrade	No stocking	40.00	2
A	661-1629		HDA, 1" 40MB Internal, 3.5 SCSI	750.00	300.00	2
	REPLACEMENT PARTS					
	076-0103		CRT and Yoke Assembly, Rev. A	90.00		1
	076-0311		Fan Kit, Macintosh SE & SE/30	11.00		1
	342-0701		IC, ROM, HI (replaced by 661-0701)			2
	342-0702		IC, ROM, LOW (replaced by 661-0702)			2
	344-0062		IC, SWIM	40.00		1
	590-0188		Cable, 3.5 Drive Internal (Red or Yellow Stripe)	9.00		1
	590-0211		Cable, Internal, HDA, SCSI	7.50		1
	590-0237		Cable, LED (Red)	4.90		1
	590-0361		Cable, ADB Keyboard (1 meter)	10.00		1
	590-0380		Power Cable, AC, 110V, Smoke	4.60		1
	590-0392		Cable, Logic Board Power Interconnect	12.00		1
	590-0437		Cable, Internal, 3.5 Drive (Yellow Stripe)	9.00		1
	590-0505		Cable, Internal, HDA, Power	8.90		1
	590-0506		Cable, HDA, LED (Amber)	3.70		1
	590-0575		Cable, Mini DIN 8 to Mini DIN 8, MIDI	9.90		1
	590-0576		Cable, DIN 5 to DIN 5, MIDI	9.30		1
	590-0600		Cable, Assembly, PC Drive Card, Internal	25.00		1

+ ***All failed Macintosh ROMs must be returned to Apple. Failure to do so will result in a $500 charge per ROM not returned.***

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	REPLACEMENT PARTS (cont.)			
	600-0393	Speaker, Macintosh SE and SE/30	$ 3.40	1
	630-6282	Interface Box, MIDI	77.00	1
	742-0009	Battery, Lithium (with Leads)	5.60	1
	742-0011	Battery, Lithium (without Leads)	4.60	1
	982-0016	Video Board, Vertical, Macintosh SE (replaced by 982-0024)		1
	982-0024	Video Board, Vertical, Macintosh SE & SE/30	10.00	1
	OTHER PARTS			
	076-0231	Retainer, ADB Mouse Ball (for 21.9mm mouse ball, retainer ring diam. = 38mm)	5.00	
	076-0439	Dust Shields, 1.44MB Apple SuperDrive	5.00	
	101-4151	Resister, 150Ω, .25W, ±5%	1.00	
	159-0061	Ferrite Bead, Clamp-On	3.60	
	341-0768	EPROM, 40/80 MB HDA, Version TA.2 01	5.00	
	416-1310	Screw, M3 x 0.5 x 10 PN CR, Zinc	1.20	
	426-1001	Screw, Tap, M4.22 x 1.41 x 13, Torx, Zinc (CRT & Chassis)	1.00	
	426-1007	Screw, Tap, M4.22 x 1.41 x 16, Torx, Zinc (Case Top)	1.00	
	435-5002	Screw, Tap 8.32 x .625 Fill, Torx, Zinc Oxide (Case Bottom)	1.00	
	440-4105	Screw, Sem 4-40 x3/8	1.00	
	462-3100	Screw, M3 x 0.5 x 6	1.00	
	462-3401	Screw, M3x6, w/two washers	1.00	
	462-4100	Screw, M 3.5 x 6 x .8 PNCR Rec	1.00	
	470-2101	Screw, M2.9 x 10 (replaced by 440-4105)		
	517-0546	Connector, Jumper (set of 10)	2.00	
	520-0344	Cover, Battery Holder	1.00	
	590-0527	Cable, HDA LED (Fits 1" Height Drives)	4.00	
	590-0612	Cable, Audio Extension	5.50	
	602-0164	Service Packaging, 3.5 HDA (replaced by 602-0282 or 602-0308)		
	602-0210	Service Packaging, 800K/FDHD Apple SuperDrive	4.50	
	602-0282	Service Packaging, HDA, 3.5" half-height &3.5" 1"-height drives w/carriers	18.00	
	630-5271	Rear Housing Assembly with Door and Feet	73.00	
	630-5303	Chassis, Macintosh SE (replaced by 805-0938)		
	630-5330	Slot Cover, Bezel, Macintosh SE	1.20	
	699-8001	Mouse Ball (25.4mm Diameter), Rubber Coated	7.00	
	699-8038	Mouse Ball (21.9 mm Diameter), Black	7.00	
	725-0020	Insulator, Analog Board	2.20	
	805-0575	Upper Ground Clip	1.00	
	805-0576	Lower Ground Clip	1.00	
	805-0908	Retainer, Slot Cover, Macintosh SE	1.00	
	805-0914	Back Plate, Drive 2	3.00	
	805-0938	Chassis, Macintosh SE and SE/30	12.00	

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
OTHER PARTS (cont.)				
	805-0939	Bracket, Macintosh SE and SE/30	$ 1.00	
	805-0952	Drive Carrier, HDA 3.5 SCSI, Int. (Low Side Mounting Holes)	9.00	
	805-5050	Drive Carrier, 800K/Apple SuperDrive	3.80	
	805-5060	Shroud RFI, Macintosh SE	4.40	
	805-5066	Drive Carrier, HDA, Internal, 3.5 SCSI (High Side Mounting Holes)	8.20	
	810-0399	Front Bezel, with Speaker, slot cover, Macintosh SE	32.00	
	810-0422	Front Bezel w/ Spkr, Slot Cvr, Mac SE (FDHD/SuperDrive)	35.00	
	815-0816	Retainer, ADB Mouse (for 25.4mm mouse ball, retainer ring diameter = 34mm)	3.80	
	815-0986	Rear Housing Door	3.00	
	815-1008	Reset/Interrupt Switch	1.20	
	815-1136	Retainer, ADB Mouse (for 21.9mm mouse ball, retainer ring diameter = 30mm)	5.00	
	825-1256	Apple Logo	1.00	
	825-2021	Label, Agency Approval, Macintosh SE	1.00	
	830-0240	Fastener, Snap in Plastic	1.00	
	860-0282	Washer, Lock, Internal Tooth	1.00	
	865-0047	Brightness Knob	1.00	
	865-0051	Foot, Platinum	1.00	
ADJUSTMENTS				
	011-7026	CRT/Video Adjustment		1

MACINTOSH SE/30

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
A	661-0370	Power Supply, Mac SE & SE/30	$ 236.00	132.00	2
A	661-0371	Analog Board, Macintosh SE&SE/30	189.00	141.00	2
C	661-0402	SIMM, 256K, 120ns	49.00	41.00	2
D	661-0403	SIMM,1MB, 120ns	162.00	95.00	2
D	661-0410	SIMM, DIP, 1MB, 120ns	162.00	95.00	2
A	661-0464	HDA, Internal, 40MB, 3.5 SCSI (replaced by 661-1629)			2
A	661-0474	1.44 FDHD Apple SuperDrive Disk Drive	324.00	188.00	2
A	661-0479	Mouse, Apple Desktop Bus	75.00	57.00	1
D	661-0494	SIMM, DIP, 256K, 120ns	49.00	41.00	2
A	661-0527	Logic Board, Macintosh SE/30 (w/o RAM)	813.00	240.00	2
A	661-0600	HDA, Internal, 80MB, 3.5 SCSI	1104.00	395.00	2
C	661-0612	HDA, Internal, 20MB, 3.5 SCSI, Rev B (replaced by 661-1629)			2
D	661-0719	SIMM, 1MB, 80ns	162.00	95.00	2
A	661-1629	HDA, 1" 40MB Internal, 3.5 SCSI	750.00	300.00	2
	REPLACEMENT PARTS				
	076-0103	CRT and Yoke Assembly, Rev. A	90.00		1
	076-0311	Fan Kit, Macintosh SE & SE/30	11.00		1
	590-0188	Cable, 3.5 Drive Internal (Red or Yellow Stripe)	9.00		1
	590-0211	Cable, Internal, HDA, SCSI	7.50		1
	590-0237	Cable, LED (Red)	4.90		1
	590-0361	Cable, ADB Keyboard (1 meter)	10.00		1
	590-0380	Power Cable, AC, 110V, Smoke	4.60		1
	590-0392	Cable, Logic Board Power Interconnect	12.00		1
	590-0437	Cable, Internal, 3.5 Drive (Yellow Stripe)	9.00		1
	590-0505	Cable, Internal, HDA, Power	8.90		1
	590-0506	Cable, HDA, LED (Amber)	3.70		1
	590-0575	Cable, Mini DIN 8 to Mini DIN 8, MIDI	9.90		1
	590-0576	Cable, DIN 5 to DIN 5, MIDI	9.30		1
	590-0600	Cable, Assembly, PC Drive Card, Internal	25.00		1
	600-0393	Speaker, Macintosh SE and SE/30	3.40		1
	630-6282	Interface Box, MIDI	77.00		1
	742-0011	Battery, Lithium (without Leads)	4.60		1
	982-0024	Video Board, Vertical, Macintosh SE & SE/30	10.00		1
	OTHER PARTS				
	076-0231	Retainer, ADB Mouse Ball (for 21.9mm mouse ball, retainer ring diam. = 38mm)	5.00		
	076-0439	Dust Shields, 1.44MB Apple SuperDrive	5.00		
	159-0061	Ferrite Bead, Clamp-On	3.60		

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	341-0768	EPROM, 40/80 MB HDA, Version TA.2 01	$ 5.00	
	416-1310	Screw, M3 x 0.5 x 10 PN CR, Zinc	1.20	
	426-1001	Screw, Tap, M4.22 x 1.41 x 13, Torx, Zinc (CRT & Chassis)	1.00	
	426-1007	Screw, Tap, M4.22 x 1.41 x 16, Torx, Zinc (Case Top)	1.00	
	435-5002	Screw, Tap 8.32 x .625 Fill, Torx, Zinc Oxide (Case Bottom)	1.00	
	440-4105	Screw, Sem 4-40 x3/8	1.00	
	462-3100	Screw, M3 x 0.5 x 6	1.00	
	462-4100	Screw, M 3.5 x 6 x .8 PNCR Rec	1.00	
	470-2101	Screw, M2.9 x 10 (replaced by 440-4105)		
	520-0344	Cover, Battery Holder	1.00	
	590-0527	Cable, HDA LED (Fits 1" Height Drives)	4.00	
	590-0612	Cable, Audio Extension	5.50	
	602-0164	Service Packaging, 3.5 HDA (replaced by 602-0282 or 602-0308)		
	602-0210	Service Packaging, 800K/FDHD Apple SuperDrive	4.50	
	602-0282	Service Packaging, HDA, 3.5" half-height &3.5" 1"-height drives w/carriers	18.00	
	630-5271	Rear Housing Assembly with Door and Feet	73.00	
	630-5499	Front Bezel with Speaker, Macintosh SE/30	21.00	
	699-8001	Mouse Ball (25.4mm Diameter), Rubber Coated	7.00	
	699-8038	Mouse Ball (21.9 mm Diameter), Black	7.00	
	725-0020	Insulator, Analog Board	2.20	
	805-0575	Upper Ground Clip	1.00	
	805-0576	Lower Ground Clip	1.00	
	805-0914	Back Plate, Drive 2	3.00	
	805-0938	Chassis, Macintosh SE and SE/30	12.00	
	805-0939	Bracket, Macintosh SE and SE/30	1.00	
	805-0952	Drive Carrier, HDA 3.5 SCSI, Int. (Low Side Mounting Holes)	9.00	
	805-0969	Shroud, RFI, Macintosh SE/30	1.00	
	805-5050	Drive Carrier, 800K/Apple SuperDrive	3.80	
	805-5066	Drive Carrier, HDA, Internal, 3.5 SCSI (High Side Mounting Holes)	8.20	
	815-0816	Retainer, ADB Mouse (for 25.4mm mouse ball, retainer ring diameter = 34mm)	3.80	
	815-0986	Rear Housing Door	3.00	
	815-1008	Reset/Interrupt Switch	1.20	
	815-1136	Retainer, ADB Mouse (for 21.9mm mouse ball, retainer ring diameter = 30mm)	5.00	
	825-1256	Apple Logo	1.00	
	825-2043	Label, Agency Approval, Macintosh SE/30	1.00	
	830-0240	Fastener, Snap in Plastic	1.00	
	860-0282	Washer, Lock, Internal Tooth	1.00	

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	865-0047	Brightness Knob	$ 1.00	
	865-0051	Foot, Platinum	1.00	
	ADJUSTMENTS			
	011-7026	CRT/Video Adjustment		1

MACINTOSH CLASSIC/CLASSIC II

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
C	661-0402		SIMM, 256K, 120ns	$ 49.00	41.00	2
D	661-0403		SIMM,1MB, 120ns	162.00	95.00	2
D	661-0410		SIMM, DIP, 1MB, 120ns	162.00	95.00	2
A	661-0474		1.44 FDHD Apple SuperDrive Disk Drive	324.00	188.00	2
A	661-0479		Mouse, Apple Desktop Bus	75.00	57.00	1
D	661-0494		SIMM, DIP, 256K, 120ns	49.00	41.00	2
C	661-0520		SIMM, 1 MB, 80ns	162.00	95.00	2
D	661-0546		SIMM, 1 MB x 9, 80ns, Parity	171.00	99.00	2
B	661-0596		Logic Board, 1MB, Macintosh Classic	235.00	125.00	2
B	661-0597	!	Power Sweep Board 110V, Mac Classic, Rev. A	130.00	110.00	2
D	661-0598		Memory Expansion Board w/1MB, Macintosh Classic	140.00	100.00	2
	661-0599	I!	Power Sweep Board 220V, Mac Classic, Rev. A	No stocking	175.00	2
A	661-0614		HDA, 1" 40MB Internal, 3.5 SCSI	750.00	300.00	2
C	661-0624		HDA, 1" 80MB Internal, 3.5 SCSI	1104.00	395.00	2
D	661-0643		SIMM, 2MB, 80ns	299.00	125.00	2
A	661-0651		Power Sweep Board, 110V, Rev. B, Classic/Classic II	130.00	110.00	2
	661-0652	I	Power Sweep Board, 220V, Rev. B, Classic/Classic II	No stocking	175.00	2
A	661-0672		Logic Board, 2MB, Macintosh Classic II	500.00	250.00	2
D	661-0719		SIMM, 1MB, 80ns	162.00	95.00	2
	REPLACEMENT PARTS					
	076-0103		CRT and Yoke Assembly, Rev. A	90.00		1
	590-0167		Cable, Internal, Floppy Drive (Red Stripe)	9.00		1
	590-0211		Cable, Internal, HDA, SCSI	7.50		1
	590-0361		Cable, ADB Keyboard (1 meter)	10.00		1
	590-0380		Power Cable, AC, 110V, Smoke	4.60		1
	590-0521		Cable, HDA, Power	10.00		1
	630-0408		Internal SCSI Terminator	4.00		1
	630-5954		CRT and Yoke Assembly, Rev. B, Classic/Classic II	90.00		1
	699-5103		Microphone Assembly, Macintosh Classic II	10.00		1
	742-0011		Battery, Lithium (without Leads)	4.60		1
	982-0055		Fan	12.00		1
	OTHER PARTS					
	076-0231		Retainer, ADB Mouse Ball (for 21.9mm mouse ball, retainer ring diam. = 38mm)	5.00		
	416-1330		Screw, M3x.5x30mm (Fan to Plenum)	1.00		

! This part is not interchangable on all versions of this Product. Please check your Technical Procedures for specific information on part compatability.

I International Part

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	426-1001	Screw, Tap, M4.22 x 1.41 x 13, Torx, Zinc (CRT & Chassis$	1.00	
	426-1007	Screw, Tap, M4.22 x 1.41 x 16, Torx, Zinc (Case Top)	1.00	
	435-5002	Screw, Tap 8.32 x .625 Fill, Torx, Zinc Oxide (Case Bottom)	1.00	
	444-6104	Screw, 6-32x.250 (Carrier to HDA)	1.00	
	460-3400	Screw (Disk Drive to Bottom Shield)	1.00	
	462-4100	Screw, M 3.5 x 6 x .8 PNCR Rec	1.00	
	490-0001	Screw, (Power/Sweep to Chassis; HDA to Apple SuperDrive)	1.00	
	602-0210	Service Packaging, 800K/FDHD Apple SuperDrive	4.50	
	602-0308	Svc. Pkg., HDA, 3.5", 1" high drives w/o carriers (Also for 19mm-high floppy)	18.00	
	630-5812	Rear Housing Assembly with Door and Feet, Mac Classic	73.00	
	630-5818	Chassis with Plenum	17.00	
	630-5825	Front Bezel, Macintosh Classic	21.00	
	630-6045	Rear Housing Assembly with Feet, Macintosh Classic II	73.00	
	630-6046	Front Bezel, Macintosh Classic II	21.00	
	699-8001	Mouse Ball (25.4mm Diameter), Rubber Coated	7.00	
	699-8038	Mouse Ball (21.9 mm Diameter), Black	7.00	
	805-0950	Drive Carrier, HDA, 3.5 SCSI, Int.	10.00	
	805-5050	Drive Carrier, 800K/Apple SuperDrive	3.80	
	815-0816	Retainer, ADB Mouse (for 25.4mm mouse ball, retainer ring diameter = 34mm)	3.80	
	815-1136	Retainer, ADB Mouse (for 21.9mm mouse ball, retainer ring diameter = 30mm)	5.00	
	815-1195	Rear Housing Access Door	3.00	
	815-1216	Insulator, Power/Sweep Board	3.00	
	830-0270	Rivet, Nylon Snap-In, Black	2.00	
	865-0051	Foot, Platinum	1.00	
	ADJUSTMENTS			
	011-7026	CRT/Video Adjustment		1

MACINTOSH LC

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
A	661-0474	1.44 FDHD Apple SuperDrive Disk Drive	$ 324.00	188.00	2
A	661-0479	Mouse, Apple Desktop Bus	75.00	57.00	1
C	661-0520	SIMM, 1 MB, 80ns	162.00	95.00	2
C	661-0593	Logic Board, Macintosh LC	580.00	230.00	2
D	661-0594	Power Supply, Macintosh LC	135.00	115.00	2
D	661-0595	Apple IIe Card	120.00	102.00	2
D	661-0609	VRAM SIMM, 256K, 100ns	65.00	55.00	2
A	661-0614	HDA, 1" 40MB Internal, 3.5 SCSI	750.00	300.00	2
D	661-0621	Apple Ethernet LC Card	119.00	102.00	2
C	661-0624	HDA, 1" 80MB Internal, 3.5 SCSI	1104.00	395.00	2
D	661-0643	SIMM, 2MB, 80ns	299.00	125.00	2
C	661-0649	SIMM, 512K, Video RAM	115.00	95.00	2
	REPLACEMENT PARTS				
	076-0540	Self-Terminating Cable, 2-meter, Ethernet	18.00		1
	076-0541	Self-Terminating Cable, 5-meter, Ethernet	29.00		1
	076-0542	Self-Terminating Cable, Plenum, 13-meter, Ethernet	59.00		1
	590-0228	Cable, Internal, HDA, SCSI	4.00		2
	590-0303	Cable, HDA, Power	4.00		2
	590-0380	Power Cable, AC, 110V, Smoke	4.60		1
	590-0524	Cable, 1.4MB, FDHD, Internal	2.00		2
	590-0703	Cable, Apple IIe Card	16.20		1
	630-0408	Internal SCSI Terminator	4.00		1
	630-5058	Fan, Speaker Assembly, Macintosh LC	14.00		2
	630-8503	Thin Coax Transceiver, Ethernet	105.00		1
	699-5071	Microphone Assembly	10.00		1
	742-0011	Battery, Lithium (without Leads)	4.60		1
	OTHER PARTS				
	076-0231	Retainer, ADB Mouse Ball (for 21.9mm mouse ball, retainer ring diam. = 38mm)	5.00		
	076-0543	Assy, Ethernet LC Card, Standoffs, 10 sets	2.00		
	444-6104	Screw, 6-32x.250 (Carrier to HDA)	1.00		
	602-0210	Service Packaging, 800K/FDHD Apple SuperDrive	4.50		
	602-0308	Svc. Pkg., HDA, 3.5", 1" high drives w/o carriers (Also for 19mm-high floppy)	18.00		
	630-0500	Bottom Case, Macintosh LC	25.00		
	630-0505	Top Case, Macintosh LC	25.00		
	699-8001	Mouse Ball (25.4mm Diameter), Rubber Coated	7.00		
	699-8038	Mouse Ball (21.9 mm Diameter), Black	7.00		

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
OTHER PARTS (cont.)				
	805-0137	Rear Case Access Cover Shield	$ 3.00	
	805-0980	Drive Carrier, HDA, 3.5 SCSI, Internal	8.00	
	805-1527	Disk Drive Slot Cover Shield	6.00	
	805-5111	Carrier, FDHD	8.00	
	815-0816	Retainer, ADB Mouse (for 25.4mm mouse ball, retainer ring diameter = 34mm)	3.80	
	815-1136	Retainer, ADB Mouse (for 21.9mm mouse ball, retainer ring diameter = 30mm)	5.00	
	815-1154	Rear Case Access Cover	1.00	
	815-1164	Disk Drive Slot Cover	3.00	
	865-0066	Foot, Platinum	2.20	

ADJUSTMENTS

NONE

MACINTOSH II

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
A	661-0345		800K Mechanism, Apple 3.5 Drive	$ 197.00	138.00	2
A	661-0373		HDA, Internal, 20MB, 3.5 SCSI, Rev A	519.00	245.00	2
B	661-0375		Power Supply, Macintosh II	295.00	180.00	2
	661-0376		Video Card, Mac II - 4 Bit,12"B/W,13"RGB (replaced by 661-0493)			2
	661-0391		HDA, Internal, 40MB, 5.25 SCSI	No stocking	300.00	2
C	661-0402		SIMM, 256K, 120ns	49.00	41.00	2
D	661-0403		SIMM,1MB, 120ns	162.00	95.00	2
D	661-0407		PC 5.25 Drive Card, Macintosh	85.00	58.00	2
D	661-0410		SIMM, DIP, 1MB, 120ns	162.00	95.00	2
D	661-0411		HDA, Internal, 80MB, 5.25 SCSI	1104.00	395.00	2
C	661-0414		EtherTalk Card	461.00	225.00	2
D	661-0456		Video Card, Apple Macintosh II Two-Page, Monochrome	289.00	125.00	2
D	661-0457		HDA, Int., 80MB, 5.25 SCSI w/Apple Unix,Version 1.0.1	1121.00	435.00	2
	661-0458	†	Coax/Twinax Adapter Card, Macintosh II		231.00	2
	661-0460	†	Token Talk NB Card, Macintosh II		308.00	2
A	661-0464		HDA, Internal, 40MB, 3.5 SCSI (replaced by 661-1629)			2
A	661-0474		1.44 FDHD Apple SuperDrive Disk Drive	324.00	188.00	2
A	661-0479		Mouse, Apple Desktop Bus	75.00	57.00	1
	661-0492		Video Card, Mac II, 8 BIT (replaced by 661-0533)			2
C	661-0493		Video Card, Macintosh II, Hi-Res Display (4-Bit)	249.00	143.00	2
D	661-0494		SIMM, DIP, 256K, 120ns	49.00	41.00	2
C	661-0496		EtherTalk NB Card	461.00	225.00	2
	661-0517	†	Serial NB Card, Macintosh II		260.00	2
D	661-0518		Video Card, Macintosh II, Monochrome - 1 BIT	132.00	89.00	2
A	661-0528		Logic Board, Macintosh (w/o RAM)	1563.00	297.00	2
C	661-0533		Video Card, Mac II, Extended Hi-Res Display (8-BIT)	321.00	156.00	2
	661-0561		HDA, 80MB, 3.5 SCSI w/A/UX, V. 1.1 (replaced by 661-0613)			2
D	661-0586		Video Card, Macintosh II Portrait Display, DB15	395.00	120.00	2
D	661-0587		Video Card, Mac II Portrait Display DB15 & Video Cable	395.00	120.00	2
A	661-0600		HDA, Internal, 80MB, 3.5 SCSI	1104.00	395.00	2
D	661-0601		HDA, 5.25, 160 MB SCSI	1689.00	455.00	2
	661-0604		Video Card, Mac II Portrait Display (replaced by 661-0587)			2
D	661-0606		Macintosh Display Card 8•24 GC, Rev. A	1199.00	899.00	2
D	661-0607		Macintosh Display Card 4•8 (replaced by 661-0677)			2
D	661-0608		Macintosh Display Card 8•24 (replaced by 661-0678)			2
D	661-0609		VRAM SIMM, 256K, 100ns	65.00	55.00	2

† Service Stock for this module should be taken from your Finished Goods inventory. When you perform a repair, and send a defective module to Apple, you will be charged the Exchange price and receive a replacement card.

CPUs

MACINTOSH II

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	MODULES		**(cont.)**			
D	661-0610		DRAM SIMM, 1MB, 100ns, Video RAM	$ 150.00	120.00	2
C	661-0612		HDA, Internal, 20MB, 3.5 SCSI, Rev B (replaced by 661-1629)			2
D	661-0613		HDA, Int, 80MB, 3.5 w/A/UX 2.0	1121.00	435.00	2
	661-0639	+	ROM, High, Macintosh II FDHD Upgrade	No stocking	40.00	2
	661-0640	+	ROM, Med High, Macintosh II FDHD Upgrade	No stocking	40.00	2
	661-0641	+	ROM, Med Low, Macintosh II FDHD Upgrade	No stocking	40.00	2
	661-0642	+	ROM, Low, Macintosh II FDHD Upgrade	No stocking	40.00	2
D	661-0677		Macintosh Display Card 4•8, Rev. B	421.00	162.00	2
D	661-0678		Macintosh Display Card 8•24, Rev. B	584.00	207.00	2
A	661-1629		HDA, 1" 40MB Internal, 3.5 SCSI	750.00	300.00	2
D	661-1642	$	Macintosh Display Card 8•24 GC, Rev. B	1199.00	899.00	2
	REPLACEMENT PARTS					
	334-0024		IC, Video Ram 150ns	15.00		1
	334-4256		IC, 256K DRAM, Serial NB Card	35.00		2
	342-0639		IC, ROM, 512K HI (replaced by 661-0639)			2
	342-0640		IC, ROM, 512K MED HI (replaced by 661-0640)			2
	342-0641		IC, ROM, 512K Med Low (replaced by 661-0641)			2
	342-0642		IC, ROM 512K, LOW (replaced by 661-0642)			2
	343-0002		IC, HMMU	80.00		1
	344S0062		IC, SWIM	50.00		1
	590-0152		Cable, ADB, 2 meter	9.00		1
	590-0188		Cable, 3.5 Drive Internal (Red or Yellow Stripe)	9.00		1
	590-0380		Power Cable, AC, 110V, Smoke	4.60		1
	590-0505		Cable, Internal, HDA, Power	8.90		1
	590-0566		Cable, Internal, HDA, SCSI	10.00		1
	590-0575		Cable, Mini DIN 8 to Mini DIN 8, MIDI	9.90		1
	590-0576		Cable, DIN 5 to DIN 5, MIDI	9.30		1
	600-0530		Mac II/IIx Battery Holder Board, 2 Pk	12.00		1
	630-5222		Speaker	7.00		1
	630-6282		Interface Box, MIDI	77.00		1
	630-8221		IC, PMMU	329.00		1
	742-0011		Battery, Lithium (without Leads)	4.60		1
	OTHER PARTS					
	076-0231		Retainer, ADB Mouse Ball (for 21.9mm mouse ball, retainer ring diam. = 38mm)	5.00		
	076-0439		Dust Shields, 1.44MB Apple SuperDrive	5.00		
	076-0548		Display Card 661-0607/661-0608 ROM upgrade	8.00		

\+ ***All failed Macintosh ROMs must be returned to Apple. Failure to do so will result in a $500 charge per ROM not returned.***

$ ***Apple will discount your initial Service Stock purchase by 20% if your order is received by January 15, 1992 (limit one of each module per Service location).***

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	341-0768	EPROM, 40/80 MB HDA, Version TA.2 01	$ 5.00	
	462-4100	Screw, M 3.5 x 6 x .8 PNCR Rec	1.00	
	520-0344	Cover, Battery Holder	1.00	
	600-0190	EtherTalk Interface Card Accessory Pack	52.00	
	602-0148	Service Packaging, HDA, 5.25-inch drives	18.00	
	602-0164	Service Packaging, 3.5 HDA (replaced by 602-0282 or 602-0308)		
	602-0210	Service Packaging, 800K/FDHD Apple SuperDrive	4.50	
	602-0282	Service Packaging, HDA, 3.5" half-height &3.5" 1"-height drives w/carriers	18.00	
	630-5227	Assembly, Bottom Cover, Macintosh II	88.00	
	630-5229	Assembly, Top Cover and Latches	44.00	
	630-5302	Assy, Disk Slot Plug	3.00	
	699-8001	Mouse Ball (25.4mm Diameter), Rubber Coated	7.00	
	699-8038	Mouse Ball (21.9 mm Diameter), Black	7.00	
	805-0217	Shield, Internal 800K Drive	5.70	
	805-0952	Drive Carrier, HDA 3.5 SCSI, Int. (Low Side Mounting Holes)	9.00	
	805-5050	Drive Carrier, 800K/Apple SuperDrive	3.80	
	805-5051	Drive Carrier, HDA, Internal, 5.25 SCSI	7.50	
	805-5062	Drive Mount, Macintosh II/IIx/IIfx	8.60	
	805-5066	Drive Carrier, HDA, Internal, 3.5 SCSI (High Side Mounting Holes)	8.20	
	805-5070	Fence, EMI	3.70	
	815-0816	Retainer, ADB Mouse (for 25.4mm mouse ball, retainer ring diameter = 34mm)	3.80	
	815-1136	Retainer, ADB Mouse (for 21.9mm mouse ball, retainer ring diameter = 30mm)	5.00	
	815-6024	Reset/Interrupt Switch	1.00	
	815-6237	Button, On/Off	1.50	
	825-1256	Apple Logo	1.00	

ADJUSTMENTS

NONE

MACINTOSH IIx

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
B	661-0375		Power Supply, Macintosh II	$ 295.00	180.00	2
	661-0391		HDA, Internal, 40MB, 5.25 SCSI	No stocking	300.00	2
C	661-0402		SIMM, 256K, 120ns	49.00	41.00	2
D	661-0403		SIMM,1MB, 120ns	162.00	95.00	2
D	661-0407		PC 5.25 Drive Card, Macintosh	85.00	58.00	2
D	661-0410		SIMM, DIP, 1MB, 120ns	162.00	95.00	2
D	661-0411		HDA, Internal, 80MB, 5.25 SCSI	1104.00	395.00	2
C	661-0414		EtherTalk Card	461.00	225.00	2
D	661-0456		Video Card, Apple Macintosh II Two-Page, Monochrome	289.00	125.00	2
D	661-0457		HDA, Int., 80MB, 5.25 SCSI w/Apple Unix,Version 1.0.1	1121.00	435.00	2
	661-0458	†	Coax/Twinax Adapter Card, Macintosh II		231.00	2
	661-0460	†	Token Talk NB Card, Macintosh II		308.00	2
A	661-0464		HDA, Internal, 40MB, 3.5 SCSI (replaced by 661-1629)			2
A	661-0474		1.44 FDHD Apple SuperDrive Disk Drive	324.00	188.00	2
A	661-0479		Mouse, Apple Desktop Bus	75.00	57.00	1
	661-0492		Video Card, Mac II, 8 BIT (replaced by 661-0533)			2
C	661-0493		Video Card, Macintosh II, Hi-Res Display (4-Bit)	249.00	143.00	2
D	661-0494		SIMM, DIP, 256K, 120ns	49.00	41.00	2
C	661-0496		EtherTalk NB Card	461.00	225.00	2
	661-0517	†	Serial NB Card, Macintosh II		260.00	2
D	661-0518		Video Card, Macintosh II, Monochrome - 1 BIT	132.00	89.00	2
A	661-0529		Logic Board, Macintosh IIx (without RAM)	1813.00	305.00	2
C	661-0533		Video Card, Mac II, Extended Hi-Res Display (8-BIT)	321.00	156.00	2
	661-0561		HDA, 80MB, 3.5 SCSI w/A/UX, V. 1.1 (replaced by 661-0613)			2
D	661-0586		Video Card, Macintosh II Portrait Display, DB15	395.00	120.00	2
D	661-0587		Video Card, Mac II Portrait Display DB15 & Video Cable	395.00	120.00	2
A	661-0600		HDA, Internal, 80MB, 3.5 SCSI	1104.00	395.00	2
D	661-0601		HDA, 5.25, 160 MB SCSI	1689.00	455.00	2
	661-0604		Video Card, Mac II Portrait Display (replaced by 661-0587)			2
D	661-0606		Macintosh Display Card 8•24 GC, Rev. A	1199.00	899.00	2
D	661-0607		Macintosh Display Card 4•8 (replaced by 661-0677)			2
D	661-0608		Macintosh Display Card 8•24 (replaced by 661-0678)			2
D	661-0609		VRAM SIMM, 256K, 100ns	65.00	55.00	2
D	661-0610		DRAM SIMM, 1MB, 100ns, Video RAM	150.00	120.00	2
C	661-0612		HDA, Internal, 20MB, 3.5 SCSI, Rev B (replaced by 661-1629)			2
D	661-0613		HDA, Int, 80MB, 3.5 w/A/UX 2.0	1121.00	435.00	2
D	661-0677		Macintosh Display Card 4•8, Rev. B	421.00	162.00	2

† Service Stock for this module should be taken from your Finished Goods inventory. When you perform a repair, and send a defective module to Apple, you will be charged the Exchange price and receive a replacement card.

MACINTOSH IIx

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	MODULES	**(cont.)**			
D	661-0678	Macintosh Display Card 8•24, Rev. B	$ 584.00	207.00	2
A	661-1629	HDA, 1" 40MB Internal, 3.5 SCSI	750.00	300.00	2
D	661-1642 $	Macintosh Display Card 8•24 GC, Rev. B	1199.00	899.00	2
	REPLACEMENT PARTS				
	334-0024	IC, Video Ram 150ns	15.00		1
	334-4256	IC, 256K DRAM, Serial NB Card	35.00		2
	590-0152	Cable, ADB, 2 meter	9.00		1
	590-0188	Cable, 3.5 Drive Internal (Red or Yellow Stripe)	9.00		1
	590-0380	Power Cable, AC, 110V, Smoke	4.60		1
	590-0505	Cable, Internal, HDA, Power	8.90		1
	590-0566	Cable, Internal, HDA, SCSI	10.00		1
	590-0575	Cable, Mini DIN 8 to Mini DIN 8, MIDI	9.90		1
	590-0576	Cable, DIN 5 to DIN 5, MIDI	9.30		1
	600-0530	Mac II/IIx Battery Holder Board, 2 Pk	12.00		1
	630-5222	Speaker	7.00		1
	630-6282	Interface Box, MIDI	77.00		1
	742-0011	Battery, Lithium (without Leads)	4.60		1
	OTHER PARTS				
	076-0231	Retainer, ADB Mouse Ball (for 21.9mm mouse ball, retainer ring diam. = 38mm)	5.00		
	076-0439	Dust Shields, 1.44MB Apple SuperDrive	5.00		
	076-0548	Display Card 661-0607/661-0608 ROM upgrade	8.00		
	341-0768	EPROM, 40/80 MB HDA, Version TA.2 01	5.00		
	462-4100	Screw, M 3.5 x 6 x .8 PNCR Rec	1.00		
	520-0344	Cover, Battery Holder	1.00		
	600-0190	EtherTalk Interface Card Accessory Pack	52.00		
	602-0148	Service Packaging, HDA, 5.25-inch drives	18.00		
	602-0164	Service Packaging, 3.5 HDA (replaced by 602-0282 or 602-0308)			
	602-0210	Service Packaging, 800K/FDHD Apple SuperDrive	4.50		
	602-0282	Service Packaging, HDA, 3.5" half-height &3.5" 1"-height drives w/carriers	18.00		
	630-5229	Assembly, Top Cover and Latches	44.00		
	630-5302	Assy, Disk Slot Plug	3.00		
	630-5494	Assy, Bottom Cover, Macintosh IIx	88.00		
	699-8001	Mouse Ball (25.4mm Diameter), Rubber Coated	7.00		
	699-8038	Mouse Ball (21.9 mm Diameter), Black	7.00		
	805-0952	Drive Carrier, HDA 3.5 SCSI, Int. (Low Side Mounting Holes)	9.00		

$ ***Apple will discount your initial Service Stock purchase by 20% if your order is received by January 15, 1992 (limit one of each module per Service location).***

CPUs

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	805-5050	Drive Carrier, 800K/Apple SuperDrive	$ 3.80	
	805-5051	Drive Carrier, HDA, Internal, 5.25 SCSI	7.50	
	805-5062	Drive Mount, Macintosh II/IIx/IIfx	8.60	
	805-5066	Drive Carrier, HDA, Internal, 3.5 SCSI (High Side Mounting Holes)	8.20	
	805-5070	Fence, EMI	3.70	
	815-0816	Retainer, ADB Mouse (for 25.4mm mouse ball, retainer ring diameter = 34mm)	3.80	
	815-1136	Retainer, ADB Mouse (for 21.9mm mouse ball, retainer ring diameter = 30mm)	5.00	
	815-6024	Reset/Interrupt Switch	1.00	
	815-6237	Button, On/Off	1.50	
	825-1256	Apple Logo	1.00	

ADJUSTMENTS

NONE

MACINTOSH IIfx

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
	661-0391		HDA, Internal, 40MB, 5.25 SCSI	No stocking	300.00	2
D	661-0411		HDA, Internal, 80MB, 5.25 SCSI	1104.00	395.00	2
C	661-0414		EtherTalk Card	461.00	225.00	2
D	661-0456		Video Card, Apple Macintosh II Two-Page, Monochrome	289.00	125.00	2
D	661-0457		HDA, Int., 80MB, 5.25 SCSI w/Apple Unix,Version 1.0.1	1121.00	435.00	2
	661-0458	†	Coax/Twinax Adapter Card, Macintosh II		231.00	2
	661-0460	†	Token Talk NB Card, Macintosh II		308.00	2
A	661-0474		1.44 FDHD Apple SuperDrive Disk Drive	324.00	188.00	2
A	661-0479		Mouse, Apple Desktop Bus	75.00	57.00	1
	661-0492		Video Card, Mac II, 8 BIT (replaced by 661-0533)			2
C	661-0493		Video Card, Macintosh II, Hi-Res Display (4-Bit)	249.00	143.00	2
C	661-0496		EtherTalk NB Card	461.00	225.00	2
	661-0517	†	Serial NB Card, Macintosh II		260.00	2
D	661-0518		Video Card, Macintosh II, Monochrome - 1 BIT	132.00	89.00	2
D	661-0522		Logic Board, Macintosh IIfx	2627.00	444.00	2
C	661-0533		Video Card, Mac II, Extended Hi-Res Display (8-BIT)	321.00	156.00	2
D	661-0542		Power Supply, Macintosh IIfx	270.00	170.00	2
D	661-0548		SIMM, 1 MB, 80ns, 64 Pin	162.00	95.00	2
	661-0561		HDA, 80MB, 3.5 SCSI w/A/UX, V. 1.1 (replaced by 661-0613)			2
D	661-0586		Video Card, Macintosh II Portrait Display, DB15	395.00	120.00	2
D	661-0587		Video Card, Mac II Portrait Display DB15 & Video Cable	395.00	120.00	2
A	661-0600		HDA, Internal, 80MB, 3.5 SCSI	1104.00	395.00	2
	661-0604		Video Card, Mac II Portrait Display (replaced by 661-0587)			2
D	661-0606		Macintosh Display Card 8•24 GC, Rev. A	1199.00	899.00	2
D	661-0607		Macintosh Display Card 4•8 (replaced by 661-0677)			2
D	661-0608		Macintosh Display Card 8•24 (replaced by 661-0678)			2
D	661-0609		VRAM SIMM, 256K, 100ns	65.00	55.00	2
D	661-0610		DRAM SIMM, 1MB, 100ns, Video RAM	150.00	120.00	2
D	661-0613		HDA, Int, 80MB, 3.5 w/A/UX 2.0	1121.00	435.00	2
D	661-0625		HDA, Int, 160MB, 3.5 SCSI (replaced by 661-1641)			2
D	661-0677		Macintosh Display Card 4•8, Rev. B	421.00	162.00	2
D	661-0678		Macintosh Display Card 8•24, Rev. B	584.00	207.00	2
A	661-1629		HDA, 1" 40MB Internal, 3.5 SCSI	750.00	300.00	2
D	661-1638		HDA, 160MB, 5.25 SCSI w/A/UX, V.2.0.1	1689.00	455.00	2
D	661-1639		HDA, 160MB, 3.5 SCSI w/A/UX, V.2.0.1	1689.00	455.00	2
D	661-1640		HDA, 5.25", 160MB SCSI	1689.00	455.00	2
D	661-1641		HDA, Int., 160MB, 3.5" SCSI	1689.00	455.00	2

† Service Stock for this module should be taken from your Finished Goods inventory. When you perform a repair, and send a defective module to Apple, you will be charged the Exchange price and receive a replacement card.

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	MODULES	**(cont.)**			
D	661-1642 $	Macintosh Display Card 8•24 GC, Rev. B	$1199.00	899.00	2
	REPLACEMENT PARTS				
	334-0024	IC, Video Ram 150ns	15.00		1
	334-4256	IC, 256K DRAM, Serial NB Card	35.00		2
	590-0152	Cable, ADB, 2 meter	9.00		1
	590-0188	Cable, 3.5 Drive Internal (Red or Yellow Stripe)	9.00		1
	590-0380	Power Cable, AC, 110V, Smoke	4.60		1
	590-0512	Cable, HDA, Internal Power (2x2 pin)	10.00		1
	590-0566	Cable, Internal, HDA, SCSI	10.00		1
	590-0575	Cable, Mini DIN 8 to Mini DIN 8, MIDI	9.90		1
	590-0576	Cable, DIN 5 to DIN 5, MIDI	9.30		1
	590-0705	Apple SCSI Cable Terminator II, Mac IIfx, Black	35.00		1
	590-4515	Internal SCSI Terminator Block, Mac IIfx	26.00		1
	590-4516	Internal SCSI Filter, Mac IIfx	22.00		1
	630-5222	Speaker	7.00		1
	630-6282	Interface Box, MIDI	77.00		1
	742-0011	Battery, Lithium (without Leads)	4.60		1
	OTHER PARTS				
	076-0231	Retainer, ADB Mouse Ball (for 21.9mm mouse ball, retainer ring diam. = 38mm)	5.00		
	076-0439	Dust Shields, 1.44MB Apple SuperDrive	5.00		
	076-0548	Display Card 661-0607/661-0608 ROM upgrade	8.00		
	341-0768	EPROM, 40/80 MB HDA, Version TA.2 01	5.00		
	462-4100	Screw, M 3.5 x 6 x .8 PNCR Rec	1.00		
	520-0344	Cover, Battery Holder	1.00		
	600-0190	EtherTalk Interface Card Accessory Pack	52.00		
	602-0148	Service Packaging, HDA, 5.25-inch drives	18.00		
	602-0164	Service Packaging, 3.5 HDA (replaced by 602-0282 or 602-0308)			
	602-0210	Service Packaging, 800K/FDHD Apple SuperDrive	4.50		
	602-0282	Service Packaging, HDA, 3.5" half-height &3.5" 1"-height drives w/carriers	18.00		
	630-5229	Assembly, Top Cover and Latches	44.00		
	630-5302	Assy, Disk Slot Plug	3.00		
	630-5806	Assembly, Bottom Cover, Macintosh IIfx	88.00		
	699-8001	Mouse Ball (25.4mm Diameter), Rubber Coated	7.00		
	699-8038	Mouse Ball (21.9 mm Diameter), Black	7.00		
	805-0952	Drive Carrier, HDA 3.5 SCSI, Int. (Low Side Mounting Holes)	9.00		

$ ***Apple will discount your initial Service Stock purchase by 20% if your order is received by January 15, 1992 (limit one of each module per Service location).***

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
OTHER PARTS (cont.)				
	805-5050	Drive Carrier, 800K/Apple SuperDrive	$ 3.80	
	805-5051	Drive Carrier, HDA, Internal, 5.25 SCSI	7.50	
	805-5062	Drive Mount, Macintosh II/IIx/IIfx	8.60	
	805-5066	Drive Carrier, HDA, Internal, 3.5 SCSI (High Side Mounting Holes)	8.20	
	805-5070	Fence, EMI	3.70	
	815-0816	Retainer, ADB Mouse (for 25.4mm mouse ball, retainer ring diameter = 34mm)	3.80	
	815-1136	Retainer, ADB Mouse (for 21.9mm mouse ball, retainer ring diameter = 30mm)	5.00	
	815-6024	Reset/Interrupt Switch	1.00	
	815-6237	Button, On/Off	1.50	
	825-1256	Apple Logo	1.00	

ADJUSTMENTS

NONE

MACINTOSH IIcx

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
C	661-0402		SIMM, 256K, 120ns	$ 49.00	41.00	2
D	661-0403		SIMM,1MB, 120ns	162.00	95.00	2
D	661-0407		PC 5.25 Drive Card, Macintosh	85.00	58.00	2
D	661-0410		SIMM, DIP, 1MB, 120ns	162.00	95.00	2
C	661-0414		EtherTalk Card	461.00	225.00	2
D	661-0456		Video Card, Apple Macintosh II Two-Page, Monochrome	289.00	125.00	2
	661-0458	†	Coax/Twinax Adapter Card, Macintosh II		231.00	2
	661-0460	†	Token Talk NB Card, Macintosh II		308.00	2
A	661-0464		HDA, Internal, 40MB, 3.5 SCSI (replaced by 661-1629)			2
A	661-0467		Power Supply, Macintosh IIcx/IIci/Quadra 700	306.00	194.00	2
A	661-0474		1.44 FDHD Apple SuperDrive Disk Drive	324.00	188.00	2
A	661-0479		Mouse, Apple Desktop Bus	75.00	57.00	1
	661-0492		Video Card, Mac II, 8 BIT (replaced by 661-0533)			2
C	661-0493		Video Card, Macintosh II, Hi-Res Display (4-Bit)	249.00	143.00	2
D	661-0494		SIMM, DIP, 256K, 120ns	49.00	41.00	2
C	661-0496		EtherTalk NB Card	461.00	225.00	2
	661-0517	†	Serial NB Card, Macintosh II		260.00	2
D	661-0518		Video Card, Macintosh II, Monochrome - 1 BIT	132.00	89.00	2
C	661-0520		SIMM, 1 MB, 80ns	162.00	95.00	2
C	661-0533		Video Card, Mac II, Extended Hi-Res Display (8-BIT)	321.00	156.00	2
A	661-0537		Logic Board, Macintosh IIcx, (w/o RAM)	1763.00	305.00	2
D	661-0546		SIMM, 1 MB x 9, 80ns, Parity	171.00	99.00	2
	661-0561		HDA, 80MB, 3.5 SCSI w/A/UX, V. 1.1 (replaced by 661-0613)			2
D	661-0586		Video Card, Macintosh II Portrait Display, DB15	395.00	120.00	2
D	661-0587		Video Card, Mac II Portrait Display DB15 & Video Cable	395.00	120.00	2
A	661-0600		HDA, Internal, 80MB, 3.5 SCSI	1104.00	395.00	2
	661-0604		Video Card, Mac II Portrait Display (replaced by 661-0587)			2
D	661-0606		Macintosh Display Card 8•24 GC, Rev. A	1199.00	899.00	2
D	661-0607		Macintosh Display Card 4•8 (replaced by 661-0677)			2
D	661-0608		Macintosh Display Card 8•24 (replaced by 661-0678)			2
D	661-0609		VRAM SIMM, 256K, 100ns	65.00	55.00	2
D	661-0610		DRAM SIMM, 1MB, 100ns, Video RAM	150.00	120.00	2
D	661-0613		HDA, Int, 80MB, 3.5 w/A/UX 2.0	1121.00	435.00	2
D	661-0677		Macintosh Display Card 4•8, Rev. B	421.00	162.00	2
D	661-0678		Macintosh Display Card 8•24, Rev. B	584.00	207.00	2
D	661-0719		SIMM, 1MB, 80ns	162.00	95.00	2
A	661-1629		HDA, 1" 40MB Internal, 3.5 SCSI	750.00	300.00	2

† Service Stock for this module should be taken from your Finished Goods inventory. When you perform a repair, and send a defective module to Apple, you will be charged the Exchange price and receive a replacement card.

MACINTOSH IIcx

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	MODULES	**(cont.)**			
D	661-1642 $	Macintosh Display Card 8•24 GC, Rev. B	$1199.00	899.00	2
	REPLACEMENT PARTS				
	334-0024	IC, Video Ram 150ns	15.00		1
	334-4256	IC, 256K DRAM, Serial NB Card	35.00		2
	590-0380	Power Cable, AC, 110V, Smoke	4.60		1
	590-0505	Cable, Internal, HDA, Power	8.90		1
	590-0506	Cable, HDA, LED (Amber)	3.70		1
	590-0512	Cable, HDA, Internal Power (2x2 pin)	10.00		1
	590-0575	Cable, Mini DIN 8 to Mini DIN 8, MIDI	9.90		1
	590-0576	Cable, DIN 5 to DIN 5, MIDI	9.30		1
	590-0607	Cable, 3.5 Drive Internal (Yellow Stripe)	7.24		1
	590-0609	Cable, Internal, HDA, SCSI	9.60		1
	630-5503	Speaker	4.00		1
	630-6282	Interface Box, MIDI	77.00		1
	742-0011	Battery, Lithium (without Leads)	4.60		1
	982-0023	Fan, Power Supply	25.00		1
	OTHER PARTS				
	076-0231	Retainer, ADB Mouse Ball (for 21.9mm mouse ball, retainer ring diam. = 38mm)	5.00		
	076-0439	Dust Shields, 1.44MB Apple SuperDrive	5.00		
	076-0548	Display Card 661-0607/661-0608 ROM upgrade	8.00		
	341-0768	EPROM, 40/80 MB HDA, Version TA.2 01	5.00		
	416-1412	Screw, M3.5x.6x8	1.00		
	444-6104	Screw, 6-32x.250 (Carrier to HDA)	1.00		
	520-0344	Cover, Battery Holder	1.00		
	590-0527	Cable, HDA LED (Fits 1" Height Drives)	4.00		
	600-0190	EtherTalk Interface Card Accessory Pack	52.00		
	602-0164	Service Packaging, 3.5 HDA (replaced by 602-0282 or 602-0308)			
	602-0210	Service Packaging, 800K/FDHD Apple SuperDrive	4.50		
	602-0282	Service Packaging, HDA, 3.5" half-height &3.5" 1"-height drives w/carriers	18.00		
	602-0308	Svc. Pkg., HDA, 3.5", 1" high drives w/o carriers (Also for 19mm-high floppy)	18.00		
	630-5502	Bottom Case, Macintosh IIcx	60.00		
	699-8001	Mouse Ball (25.4mm Diameter), Rubber Coated	7.00		
	699-8038	Mouse Ball (21.9 mm Diameter), Black	7.00		
	805-0961	Shield, 1.4 MB Apple SuperDrive	7.20		
	805-5050	Drive Carrier, 800K/Apple SuperDrive	3.80		

$ ***Apple will discount your Initial Service Stock purchase by 20% if your order is received by January 15, 1992 (limit one of each module per Service location).***

APPLE CONFIDENTIAL

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
OTHER PARTS (cont.)				
	805-5078	Drive Carrier, HDA, 3.5 SCSI, Internal	$ 2.90	
	810-6028	Cover, Top	19.90	
	815-0816	Retainer, ADB Mouse (for 25.4mm mouse ball, retainer ring diameter = 34mm)	3.80	
	815-1136	Retainer, ADB Mouse (for 21.9mm mouse ball, retainer ring diameter = 30mm)	5.00	
	815-5071	Fan Bracket	2.70	
	815-6030	Drive Mount, Macintosh IIcx/IIci	8.20	
	815-6031	Speaker Bracket	1.00	
	815-6032	Light Pipe, Power On	1.00	
	815-6033	Button, On/Off	1.50	
	815-6034	Reset/Interrupt Switch	1.00	
	815-6036	Light Pipe, HDA	1.00	
	844-0018	FDHD SuperDrive Screw	1.00	
	865-0026	Rubber Feet, Bottom	1.00	

ADJUSTMENTS

NONE

MACINTOSH IIci

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
	661-0376		Video Card, Mac II - 4 Bit,12"B/W,13"RGB (replaced by 661-0493)			2
C	661-0414		EtherTalk Card	461.00	225.00	2
D	661-0456		Video Card, Apple Macintosh II Two-Page, Monochrome	289.00	125.00	2
	661-0460	†	Token Talk NB Card, Macintosh II		308.00	2
A	661-0464		HDA, Internal, 40MB, 3.5 SCSI (replaced by 661-1629)			2
A	661-0467		Power Supply, Macintosh IIcx/IIci/Quadra 700	306.00	194.00	2
A	661-0474		1.44 FDHD Apple SuperDrive Disk Drive	324.00	188.00	2
A	661-0479		Mouse, Apple Desktop Bus	75.00	57.00	1
	661-0492		Video Card, Mac II, 8 BIT (replaced by 661-0533)			2
C	661-0493		Video Card, Macintosh II, Hi-Res Display (4-Bit)	249.00	143.00	2
C	661-0496		EtherTalk NB Card	461.00	225.00	2
	661-0517	†	Serial NB Card, Macintosh II		260.00	2
D	661-0518		Video Card, Macintosh II, Monochrome - 1 BIT	132.00	89.00	2
D	661-0519		SIMM, 256K, 80ns	49.00	41.00	2
C	661-0520		SIMM, 1 MB, 80ns	162.00	95.00	2
A	661-0532		Logic Board, Macintosh IIci (w/o RAM)	2190.00	395.00	2
C	661-0533		Video Card, Mac II, Extended Hi-Res Display (8-BIT)	321.00	156.00	2
D	661-0546		SIMM, 1 MB x 9, 80ns, Parity	171.00	99.00	2
	661-0561		HDA, 80MB, 3.5 SCSI w/A/UX, V. 1.1 (replaced by 661-0613)			2
D	661-0583		Logic Board, Parity, Macintosh IIci	2324.00	419.00	2
D	661-0586		Video Card, Macintosh II Portrait Display, DB15	395.00	120.00	2
D	661-0587		Video Card, Mac II Portrait Display DB15 & Video Cable	395.00	120.00	2
A	661-0600		HDA, Internal, 80MB, 3.5 SCSI	1104.00	395.00	2
	661-0604		Video Card, Mac II Portrait Display (replaced by 661-0587)			2
D	661-0606		Macintosh Display Card 8•24 GC, Rev. A	1199.00	899.00	2
D	661-0607		Macintosh Display Card 4•8 (replaced by 661-0677)			2
D	661-0608		Macintosh Display Card 8•24 (replaced by 661-0678)			2
D	661-0609		VRAM SIMM, 256K, 100ns	65.00	55.00	2
D	661-0610		DRAM SIMM, 1MB, 100ns, Video RAM	150.00	120.00	2
D	661-0613		HDA, Int, 80MB, 3.5 w/A/UX 2.0	1121.00	435.00	2
C	661-0624		HDA, 1" 80MB Internal, 3.5 SCSI	1104.00	395.00	2
D	661-0625		HDA, Int, 160MB, 3.5 SCSI (replaced by 661-1641)			2
D	661-0643		SIMM, 2MB, 80ns	299.00	125.00	2
D	661-0646		SIMM, 512K, 80ns	179.00	80.00	2
D	661-0677		Macintosh Display Card 4•8, Rev. B	421.00	162.00	2
D	661-0678		Macintosh Display Card 8•24, Rev. B	584.00	207.00	2

† Service Stock for this module should be taken from your Finished Goods inventory. When you perform a repair, and send a defective module to Apple, you will be charged the Exchange price and receive a replacement card.

CPUs

MACINTOSH IIci

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	MODULES	**(cont.)**			
D	661-1619	Macintosh IIci Cache Card	$ 300.00	150.00	2
A	661-1629	HDA, 1" 40MB Internal, 3.5 SCSI	750.00	300.00	2
D	661-1638	HDA, 160MB, 5.25 SCSI w/A/UX, V.2.0.1	1689.00	455.00	2
D	661-1639	HDA, 160MB, 3.5 SCSI w/A/UX, V.2.0.1	1689.00	455.00	2
D	661-1641	HDA, Int., 160MB, 3.5" SCSI	1689.00	455.00	2
D	661-1642 $	Macintosh Display Card 8•24 GC, Rev. B	1199.00	899.00	2
	REPLACEMENT PARTS				
	334-0024	IC, Video Ram 150ns	15.00		1
	334-4256	IC, 256K DRAM, Serial NB Card	35.00		2
	590-0380	Power Cable, AC, 110V, Smoke	4.60		1
	590-0506	Cable, HDA, LED (Amber)	3.70		1
	590-0512	Cable, HDA, Internal Power (2x2 pin)	10.00		1
	590-0575	Cable, Mini DIN 8 to Mini DIN 8, MIDI	9.90		1
	590-0576	Cable, DIN 5 to DIN 5, MIDI	9.30		1
	590-0607	Cable, 3.5 Drive Internal (Yellow Stripe)	7.24		1
	590-0609	Cable, Internal, HDA, SCSI	9.60		1
	630-5503	Speaker	4.00		1
	630-6282	Interface Box, MIDI	77.00		1
	742-0011	Battery, Lithium (without Leads)	4.60		1
	982-0023	Fan, Power Supply	25.00		1
	OTHER PARTS				
	076-0231	Retainer, ADB Mouse Ball (for 21.9mm mouse ball, retainer ring diam. = 38mm)	5.00		
	076-0439	Dust Shields, 1.44MB Apple SuperDrive	5.00		
	076-0548	Display Card 661-0607/661-0608 ROM upgrade	8.00		
	341-0768	EPROM, 40/80 MB HDA, Version TA.2 01	5.00		
	416-1412	Screw, M3.5x.6x8	1.00		
	444-6104	Screw, 6-32x.250 (Carrier to HDA)	1.00		
	520-0344	Cover, Battery Holder	1.00		
	590-0527	Cable, HDA LED (Fits 1" Height Drives)	4.00		
	600-0190	EtherTalk Interface Card Accessory Pack	52.00		
	602-0164	Service Packaging, 3.5 HDA (replaced by 602-0282 or 602-0308)			
	602-0210	Service Packaging, 800K/FDHD Apple SuperDrive	4.50		
	602-0282	Service Packaging, HDA, 3.5" half-height &3.5" 1"-height drives w/carriers	18.00		
	602-0308	Svc. Pkg., HDA, 3.5", 1" high drives w/o carriers (Also for 19mm-high floppy)	18.00		
	630-5662	Bottom Case, Macintosh IIci	60.00		

$ ***Apple will discount your initial Service Stock purchase by 20% if your order is received by January 15, 1992 (limit one of each module per Service location).***

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
OTHER PARTS (cont.)				
	699-8001	Mouse Ball (25.4mm Diameter), Rubber Coated	$ 7.00	
	699-8038	Mouse Ball (21.9 mm Diameter), Black	7.00	
	805-0961	Shield, 1.4 MB Apple SuperDrive	7.20	
	805-5050	Drive Carrier, 800K/Apple SuperDrive	3.80	
	805-5078	Drive Carrier, HDA, 3.5 SCSI, Internal	2.90	
	810-6028	Cover, Top	19.90	
	815-0816	Retainer, ADB Mouse (for 25.4mm mouse ball, retainer ring diameter = 34mm)	3.80	
	815-1136	Retainer, ADB Mouse (for 21.9mm mouse ball, retainer ring diameter = 30mm)	5.00	
	815-5071	Fan Bracket	2.70	
	815-6030	Drive Mount, Macintosh IIcx/IIci	8.20	
	815-6031	Speaker Bracket	1.00	
	815-6032	Light Pipe, Power On	1.00	
	815-6033	Button, On/Off	1.50	
	815-6034	Reset/Interrupt Switch	1.00	
	815-6036	Light Pipe, HDA	1.00	
	844-0018	FDHD SuperDrive Screw	1.00	
	865-0026	Rubber Feet, Bottom	1.00	
	875-0110	EMI Shielding Gasket	2.00	

ADJUSTMENTS

NONE

MACINTOSH IIsi

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
A	661-0474	1.44 FDHD Apple SuperDrive Disk Drive	$ 324.00	188.00	2
A	661-0479	Mouse, Apple Desktop Bus	75.00	57.00	1
D	661-0519	SIMM, 256K, 80ns	49.00	41.00	2
C	661-0520	SIMM, 1 MB, 80ns	162.00	95.00	2
A	661-0614	HDA, 1" 40MB Internal, 3.5 SCSI	750.00	300.00	2
C	661-0624	HDA, 1" 80MB Internal, 3.5 SCSI	1104.00	395.00	2
D	661-0643	SIMM, 2MB, 80ns	299.00	125.00	2
B	661-0644	Processor Direct Adapter, Macintosh IIsi	130.00	110.00	2
D	661-0645	NuBus Adapter, Macintosh IIsi	130.00	110.00	2
D	661-0646	SIMM, 512K, 80ns	179.00	80.00	2
A	661-1615	Logic Board, Macintosh IIsi	1100.00	260.00	2
C	661-1616	Power Supply, Macintosh IIsi	250.00	140.00	2
	REPLACEMENT PARTS				
	590-0380	Power Cable, AC, 110V, Smoke	4.60		1
	591-0025	Cable, 1.4MB FDHD, Internal	2.00		1
	591-0026	Cable, Internal, HDA SCSI	4.00		1
	591-0027	Cable, HDA, Power	4.00		1
	699-5071	Microphone Assembly	10.00		1
	742-0011	Battery, Lithium (without Leads)	4.60		1
	810-6030	Fan Assembly, Macintosh IIsi	14.00		1
	810-6031	Speaker/LED Assembly, Macintosh IIsi	10.00		1
	OTHER PARTS				
	076-0231	Retainer, ADB Mouse Ball (for 21.9mm mouse ball, retainer ring diam. = 38mm)	5.00		
	076-0439	Dust Shields, 1.44MB Apple SuperDrive	5.00		
	444-6104	Screw, 6-32x.250 (Carrier to HDA)	1.00		
	450-0032	Screw, NuBus Adapter Bracket	2.00		
	602-0210	Service Packaging, 800K/FDHD Apple SuperDrive	4.50		
	602-0308	Svc. Pkg., HDA, 3.5", 1" high drives w/o carriers (Also for 19mm-high floppy)	18.00		
	630-5803	Assy, Bottom Case, Macintosh IIsi	30.00		
	630-5804	Assy, Top Case, Macintosh IIsi	30.00		
	699-8001	Mouse Ball (25.4mm Diameter), Rubber Coated	7.00		
	699-8038	Mouse Ball (21.9 mm Diameter), Black	7.00		
	805-0961	Shield, 1.4 MB Apple SuperDrive	7.20		
	805-0980	Drive Carrier, HDA, 3.5 SCSI, Internal	8.00		
	815-0816	Retainer, ADB Mouse (for 25.4mm mouse ball, retainer ring diameter = 34mm)	3.80		

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION			RC
OTHER PARTS (cont.)					
	815-1136	Retainer, ADB Mouse (for 21.9mm mouse ball, retainer ring diameter = 30mm)	$	5.00	
	815-6246	Bracket, 030 Expansion		2.00	
	815-6247	Light Pipe, Power ON, Macintosh IIsi		1.00	
	844-0018	FDHD SuperDrive Screw		1.00	
	865-0024	Foot, Platinum		2.20	

ADJUSTMENTS

NONE

MACINTOSH QUADRA 700

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
D	661-0456		Video Card, Apple Macintosh II Two-Page, Monochrome	$ 289.00	125.00	2
	661-0458	†	Coax/Twinax Adapter Card, Macintosh II		231.00	2
	661-0460	†	Token Talk NB Card, Macintosh II		308.00	2
A	661-0467		Power Supply, Macintosh IIcx/IIci/Quadra 700	306.00	194.00	2
A	661-0474		1.44 FDHD Apple SuperDrive Disk Drive	324.00	188.00	2
C	661-0493		Video Card, Macintosh II, Hi-Res Display (4-Bit)	249.00	143.00	2
C	661-0496		EtherTalk NB Card	461.00	225.00	2
	661-0517	†	Serial NB Card, Macintosh II		260.00	2
D	661-0518		Video Card, Macintosh II, Monochrome - 1 BIT	132.00	89.00	2
C	661-0520		SIMM, 1 MB, 80ns	162.00	95.00	2
C	661-0533		Video Card, Mac II, Extended Hi-Res Display (8-BIT)	321.00	156.00	2
D	661-0586		Video Card, Macintosh II Portrait Display, DB15	395.00	120.00	2
D	661-0587		Video Card, Mac II Portrait Display DB15 & Video Cable	395.00	120.00	2
A	661-0600		HDA, Internal, 80MB, 3.5 SCSI	1104.00	395.00	2
D	661-0609		VRAM SIMM, 256K, 100ns	65.00	55.00	2
D	661-0610		DRAM SIMM, 1MB, 100ns, Video RAM	150.00	120.00	2
D	661-0666		Logic Board, Macintosh Quadra 700	2500.00	500.00	2
D	661-0677		Macintosh Display Card 4•8, Rev. B	421.00	162.00	2
D	661-0678		Macintosh Display Card 8•24, Rev. B	584.00	207.00	2
D	661-0719		SIMM, 1MB, 80ns	162.00	95.00	2
D	661-1641		HDA, Int., 160MB, 3.5" SCSI	1689.00	455.00	2
D	661-1642	$	Macintosh Display Card 8•24 GC, Rev. B	1199.00	899.00	2
	REPLACEMENT PARTS					
	334-0024		IC, Video Ram 150ns	15.00		1
	334-4256		IC, 256K DRAM, Serial NB Card	35.00		2
	590-0380		Power Cable, AC, 110V, Smoke	4.60		1
	590-0506		Cable, HDA, LED (Amber)	3.70		1
	590-0512		Cable, HDA, Internal Power (2x2 pin)	10.00		1
	590-0575		Cable, Mini DIN 8 to Mini DIN 8, MIDI	9.90		1
	590-0576		Cable, DIN 5 to DIN 5, MIDI	9.30		1
	590-0607		Cable, 3.5 Drive Internal (Yellow Stripe)	7.24		1
	590-0609		Cable, Internal, HDA, SCSI	9.60		1
	630-5999		Speaker, 8 Ohms	10.00		1
	630-6282		Interface Box, MIDI	77.00		1

† Service Stock for this module should be taken from your Finished Goods inventory. When you perform a repair, and send a defective module to Apple, you will be charged the Exchange price and receive a replacement card.

$ ***Apple will discount your initial Service Stock purchase by 20% if your order is received by January 15, 1992 (limit one of each module per Service location).***

APPLE CONFIDENTIAL

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	REPLACEMENT PARTS (cont.)			
	699-5071	Microphone Assembly	$ 10.00	1
	742-0011	Battery, Lithium (without Leads)	4.60	1
	982-0023	Fan, Power Supply	25.00	1
	OTHER PARTS			
	444-6104	Screw, 6-32x.250 (Carrier to HDA)	1.00	
	520-0344	Cover, Battery Holder	1.00	
	590-0527	Cable, HDA LED (Fits 1" Height Drives)	4.00	
	602-0210	Service Packaging, 800K/FDHD Apple SuperDrive	4.50	
	602-0282	Service Packaging, HDA, 3.5" half-height &3.5" 1"-height drives w/carriers	18.00	
	630-5992	Bottom Case, Macintosh Quadra 700	103.00	
	805-0961	Shield, 1.4 MB Apple SuperDrive	7.20	
	805-5050	Drive Carrier, 800K/Apple SuperDrive	3.80	
	805-5078	Drive Carrier, HDA, 3.5 SCSI, Internal	2.90	
	810-6038	Cover, Top	29.00	
	810-6040	Drive Mount	9.00	
	815-5071	Fan Bracket	2.70	
	815-6031	Speaker Bracket	1.00	
	815-6033	Button, On/Off	1.50	
	815-6270	Reset/Interrupt Switch, Macintosh Quadra 700	2.00	
	815-6271	Light Pipe, HDA	2.00	
	815-6272	Light Pipe, Power On, Macintosh Quadra 700	2.00	
	865-0026	Rubber Feet, Bottom	1.00	
	865-0800	Rubber Foot, Side	1.00	
	875-0110	EMI Shielding Gasket	2.00	

ADJUSTMENTS

NONE

MACINTOSH QUADRA 900

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
D	661-0456		Video Card, Apple Macintosh II Two-Page, Monochrome	$ 289.00	125.00	2
	661-0458	†	Coax/Twinax Adapter Card, Macintosh II		231.00	2
	661-0460	†	Token Talk NB Card, Macintosh II		308.00	2
A	661-0474		1.44 FDHD Apple SuperDrive Disk Drive	324.00	188.00	2
C	661-0493		Video Card, Macintosh II, Hi-Res Display (4-Bit)	249.00	143.00	2
C	661-0496		EtherTalk NB Card	461.00	225.00	2
	661-0517	†	Serial NB Card, Macintosh II		260.00	2
D	661-0518		Video Card, Macintosh II, Monochrome - 1 BIT	132.00	89.00	2
C	661-0520		SIMM, 1 MB, 80ns	162.00	95.00	2
C	661-0533		Video Card, Mac II, Extended Hi-Res Display (8-BIT)	321.00	156.00	2
D	661-0586		Video Card, Macintosh II Portrait Display, DB15	395.00	120.00	2
D	661-0587		Video Card, Mac II Portrait Display DB15 & Video Cable	395.00	120.00	2
D	661-0609		VRAM SIMM, 256K, 100ns	65.00	55.00	2
D	661-0619		Ethernet NB Card	338.00	288.00	2
D	661-0664		Power Supply	400.00	220.00	2
A	661-0665		Logic Board (without DRAM SIMMs)	2800.00	550.00	2
D	661-0677		Macintosh Display Card 4•8, Rev. B	421.00	162.00	2
D	661-0678		Macintosh Display Card 8•24, Rev. B	584.00	207.00	2
D	661-0719		SIMM, 1MB, 80ns	162.00	95.00	2
D	661-1641		HDA, Int., 160MB, 3.5" SCSI	1689.00	455.00	2
D	661-1642	$	Macintosh Display Card 8•24 GC, Rev. B	1199.00	899.00	2
	REPLACEMENT PARTS					
	334-0024		IC, Video Ram 150ns	15.00		1
	334-4256		IC, 256K DRAM, Serial NB Card	35.00		2
	590-0152		Cable, ADB, 2 meter	9.00		1
	590-0515		Cable, Floppy	3.50		1
	590-0517		Cable, HD Power	4.00		1
	590-0518		Cable, SCSI Device Select	6.00		1
	590-0528		Cable, SCSI (with Terminator)	35.00		1
	590-0575		Cable, Mini DIN 8 to Mini DIN 8, MIDI	9.90		1
	590-0576		Cable, DIN 5 to DIN 5, MIDI	9.30		1
	590-0760		Cable, AC Power	4.00		1
	630-6011		Assy, Speaker	6.00		1
	630-6282		Interface Box, MIDI	77.00		1

† Service Stock for this module should be taken from your Finished Goods inventory. When you perform a repair, and send a defective module to Apple, you will be charged the Exchange price and receive a replacement card.

$ ***Apple will discount your Initial Service Stock purchase by 20% if your order is received by January 15, 1992 (limit one of each module per Service location).***

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	REPLACEMENT PARTS (cont.)			
	699-5073	Microphone Assembly, Macintosh Quadra 900	$ 10.00	1
	705-0045	Switch, SCSI Select Assy	19.00	1
	705-0175	Keyswitch with two keys	19.00	2
	720-0518	Fan, Power Supply	27.00	1
	742-0011	Battery, Lithium (without Leads)	4.60	1
	OTHER PARTS			
	076-0431	Bezel, Blank	13.00	
	076-0432	Vent, Fan Exhaust	27.50	
	076-0433	Bezel, Speaker	54.50	
	076-0434	Assembly, Main Housing	336.50	
	076-0435	Misc. Screw Kit (P/S fan, Light Pipe, Speaker, FD Spacer)	6.50	
	076-0436	Side Cover	113.00	
	076-0437	Bezel, Floppy	12.00	
	444-6104	Screw, 6-32x.250 (Carrier to HDA)	1.00	
	462-4100	Screw, M 3.5 x 6 x .8 PNCR Rec	1.00	
	517-0546	Connector, Jumper (set of 10)	2.00	
	520-0344	Cover, Battery Holder	1.00	
	602-0210	Service Packaging, 800K/FDHD Apple SuperDrive	4.50	
	602-0282	Service Packaging, HDA, 3.5" half-height &3.5" 1"-height drives w/carriers	18.00	
	630-6097	Assembly, Drive Shelf (includes velcro cable straps)	15.00	
	805-5050	Drive Carrier, 800K/Apple SuperDrive	3.80	
	805-5106	Carrier, Hard Drive (3.5- or 5.25-inch)	9.00	
	815-6249	Actuator, Reset	1.00	
	815-6250	Actuator, Interrupt	1.00	
	815-6251	Light Pipe, Power On	3.00	
	815-6262	Latch, Side Cover	1.00	
	825-1256	Apple Logo	1.00	
	844-0018	FDHD SuperDrive Screw	1.00	

ADJUSTMENTS

NONE

MACINTOSH PORTABLE

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
D	661-0468		Modem, 2400, Portable, Internal, Domestic	$ 296.00	252.00	2
C	661-0470		Logic Board, Static RAM	1334.00	302.00	2
C	661-0473		LCD Display, Nonbacklit	923.00	489.00	3
A	661-0474		1.44 FDHD Apple SuperDrive Disk Drive	324.00	188.00	2
C	661-0475		Trackball, Assembly	177.00	154.00	2
D	661-0476		Keyboard, Portable	152.00	132.00	2
D	661-0477		Numeric Keypad, Original	69.00	59.00	2
D	661-0480		Static RAM Card, 1MB, Original Portable	428.00	217.00	2
C	661-0540		HDA, 40MB, 3.5 SCSI, Low Power	791.00	300.00	2
D	661-0585		Mouse, Low Power	95.00	63.00	1
C	661-0647	!	LCD Display, Backlit	923.00	489.00	3
D	661-0648	!	ROM Card, Backlit Upgrade	85.00	72.00	2
C	661-1610	!	Logic Board, Pseudostatic RAM	850.00	175.00	2
D	661-1611		Numeric Keypad, Lightweight	69.00	59.00	2
D	661-1612		Keyboard, Lightweight	152.00	132.00	2
D	661-1613	!	Pseudostatic RAM Card, 3 MB	1000.00	250.00	2
D	661-1614	!	Pseudostatic RAM Card, 1 MB	900.00	200.00	2
	B661-0476	I	Keyboard, Portable, British	No stocking	158.00	2
	B661-1612	I	Keyboard, British, Lightweight	No stocking	158.00	2
	C661-0467	I	Keyboard, French Canadian, Original Portable	No stocking	158.00	2
	C661-1612	I	Keyboard, French Canadian, Lightweight	No stocking	158.00	2
	D661-0476	I	Keyboard, German, Original Portable	No stocking	158.00	2
	D661-1612	I	Keyboard, German, Lightweight	No stocking	158.00	2
	E661-0476	I	Keyboard, Spanish, Original Portable	No stocking	158.00	2
	E661-1612	I	Keyboard, Spanish, LIghtweight	No stocking	158.00	2
	F661-0476	I	Keyboard, French, Original Portable	No stocking	158.00	2
	F661-1612	I	Keyboard, French, Lightweight	No stocking	158.00	2
	PA661-0477	I	Numeric Keypad, Int'l PA version, Original	No stocking	171.00	2
	PA661-1611	I	Numeric Keypad, Int'l PA Version, Lightweight	No stocking	171.00	2
	S661-0476	I	Keyboard, Swedish, Original Portable	No stocking	158.00	2
	S661-1612	I	Keyboard, Swedish, Lightweight	No stocking	158.00	2
	T661-0476	I	Keyboard, Italian, Original Portable	No stocking	158.00	2
	T661-1612	I	Keyboard, Italian, Lightweight	No stocking	158.00	2
	Z661-0477	I	Numeric Keypad, Int'l Z version, Original Portable	No stocking	171.00	2
	Z661-1611	I	Numeric Keypad, Int'l Z Version, Lightweight	No stocking	171.00	2

! This part is not interchangable on all versions of this Product. Please check your Technical Procedures for specific information on part compatability.

I International Part

MACINTOSH PORTABLE

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	REPLACEMENT PARTS			
	076-0226	Keyswitch Set (10 each), Original Keyboard	$ 12.00	1
	076-0376	Battery Pack (6V.)	32.00	1
	076-0387	Keyswitch Set, ADB Keyboard, Ivory Plunger (10)	20.00	1
	590-0502	Cable, Display, Original Portable	21.00	1
	590-0507	Cable, Keyboard/Trackball/Numeric Keypad to Logic Board	6.40	1
	590-0590	Cable, Telephone	3.50	1
	600-0406	Speaker	6.10	1
	600-0425	Wire Harness Assy. (9v.)	21.00	1
	630-5574	Carrying Case	202.00	1
	630-6280	Display Cable, Backlit Portable	25.00	2
	630-6386	External Battery Recharger	75.00	1
	630-6387	Cable, Display, Backlit Upgrade	53.00	1
	699-0505	Power Adapter/Charger	49.00	1
	699-0515	Invertor PCA, Lightweight	14.00	2
	970-1263	Keyswitch, Locking, Alps	3.00	1
	B699-0505 I	Power Adapter/Charger, UK	59.00	1
	JA699-0505 I	Power Adapter/Charger, Japan	59.00	1
	X699-0505 I	Power Adapter/Charger, Australia	59.00	1
	Z699-0505 I	Power Adapter/Charger, 220 Euro	59.00	1
	OTHER PARTS			
	076-0377	Keycap Set, Numeric Keypad	20.00	
	076-0378	Keycap Set, Numeric Keypad, I'ntl Z version	20.00	
	076-0379	Keycap Set, Numeric Keypad, I'ntl PA version	20.00	
	602-0208	Packaging, Battery	6.80	
	602-0210	Service Packaging, 800K/FDHD Apple SuperDrive	4.50	
	602-0282	Service Packaging, HDA, 3.5" half-height &3.5" 1"-height drives w/carriers	18.00	
	630-5071	Case, Handle	20.00	
	630-5418	Case, Bottom	64.00	
	630-5684	Assembly, Sub Frame	42.00	
	630-5687	Cover, Rear	42.00	
	630-5723	Cover, Battery	4.50	
	630-5844	Bottom Case, Lightweight	64.00	
	652-0604	Assembly, Display Housing, Original (replaced by 652-0605)		
	652-0605	Assembly, Display Housing, Backlit Portable	45.00	
	658-7136	Keycap set	54.00	
	699-0142	Luggage Tag, Original	4.50	
	699-0155	Luggage Tag, Lightweight	4.50	
	699-0508	Strap, Carrying Case	7.60	
	699-5070	Clutch Mechanism	14.00	
	699-8038	Mouse Ball (21.9 mm Diameter), Black	7.00	

I International Part

CPUs

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
OTHER PARTS (cont.)				
	805-0961	Shield, 1.4 MB Apple SuperDrive	$ 7.20	
	805-0970	Connector, Battery	7.00	
	805-0973	Gasket, Foam, RFI	6.20	
	805-0976	Gasket, RFI, Modem	2.00	
	805-1120	Spring, Latch	1.00	
	805-5050	Drive Carrier, 800K/Apple SuperDrive	3.80	
	815-0816	Retainer, ADB Mouse (for 25.4mm mouse ball, retainer ring diameter = 34mm)	3.80	
	815-1059	Cover, Keyboard	42.00	
	815-1092	Bezel, Floppy	5.00	
	815-1093	Spacer, Keyboard	1.90	
	815-1098	Cover, Clutch	1.00	
	815-1108	Cover, Center Pivot	1.00	
	815-1109	Clutch Retainer	1.00	
	815-1110	Retainer, Floppy	3.20	
	815-1111	Modem Cap	1.00	
	815-1113	Bezel, Standard	5.00	
	815-1133	Ball, Trackball	7.00	
	815-1134	Retainer, Trackball	2.60	
	844-0018	FDHD SuperDrive Screw	1.00	
	865-0054	Foot, Flat	2.00	
	865-0060	Foot, Corner	2.00	
	865-0068	Insulator, Battery	1.00	

ADJUSTMENTS

NONE

MACINTOSH POWERBOOK 100

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
D	661-0676	$	Trackball Assembly, PowerBook 100	$ 80.00	50.00	2
D	661-0713	$	Keyboard, PowerBook 100	90.00	55.00	2
C	661-0715	$	PSRAM Exp. Card, 2MB	290.00	225.00	2
A	661-0723	$	Battery, PowerBook 100	90.00	75.00	1
D	661-1621	$	Internal Modem, 2400, U.S.	230.00	185.00	2
C	661-1622	$	HDA, 2.5-inch, 20MB HDI-30	519.00	245.00	2
D	661-1623	$	1.44 MB Floppy Disk Drive, 19mm-high	324.00	188.00	2
	C661-0713	I	Keyboard, PowerBook 100, Canada	No stocking	55.00	2
	E661-0713	I	Keyboard, PowerBook 100, Japan	No stocking	55.00	2
	J661-0713	I	Keyboard, PowerBook 100, Spanish	No stocking	55.00	2
	REPLACEMENT PARTS					
	076-0445		Flex Cable, HDA (with shield)	19.00		2
	590-0590		Cable, Telephone	3.50		1
	590-0717		Cable, HDI-30, SCSI System	24.00		1
	590-0718		Cable, HDI-30, SCSI Adapter	22.50		1
	590-0719		Cable, HDI-20, Drive to CPU	45.00		1
	699-0517		Power Adapter	49.00		1
	821-0655		Cable, Flex, 19mm-high Floppy Drive	4.50		1
	956-0029		Knob, Brightness/Contrast, PowerBook 100	1.00		1
	B699-0517	I	Power Adapter, United Kingdom	49.00		1
	X699-0517	I	Power Adapter, Australian	49.00		1
	Z699-0517	I	Power Adapter, Europe	49.00		1
	OTHER PARTS					
	076-0411		Elevation Feet Assembly	4.00		
	076-0412		Cover, Rear Connector Panel	4.00		
	076-0414		Palm Rest Assembly	11.00		
	076-0557		Screw Kit, PowerBook 100	10.00		
	602-0307		Service Packaging, HDA, 2.5-inch Drives	18.00		
	602-0308		Svc. Pkg., HDA, 3.5", 1" high drives w/o carriers (Also for 19mm-high floppy)	18.00		
	603-5010		Door, HDI-20 External Floppy Drive	2.50		
	603-5011		Door Retainer Pins, HDI-20 External Floppy Drive	2.50		
	603-5120		Case Top, HDI-20 Ext Floppy Drive	4.00		
	603-5121		Case Bottom, HDI-20, Ext. Floppy Drive	4.00		
	948-0149		Mounting Bracket, HDA	4.00		

$ ***Apple will discount your initial Service Stock purchase by 20% if your order is received by December 22, 1991 (limit one of each module per Service location).***

I International Part

CPUs

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
OTHER PARTS (cont.)				
	949-0334	Retainer Ring, Track Ball	$ 4.00	
	949-0335	Track Ball, PowerBook 100	7.00	
	949-0336	B/U Battery Holder, PowerBook 100	2.00	
	949-0337	Cover, Modem Connector	2.00	
	949-0338	Cover, Interconnect Cables	2.00	
	949-0364	Shield, Modem	4.50	
	949-0365	Battery Door	4.50	
	956-0030	Bottom Cover, Screw Cover	2.00	
	956-0039	Front Foot, Rubber	1.00	
	984-0013	Screw Cover, Rubber, Bezel	2.00	
ADJUSTMENTS				
	011-0074 *	Warranty Repair Return Reimbursement, PowerBook 100		

* Please refer to the Financials section for reimbursement information.

MACINTOSH POWERBOOK 140/170

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
D	661-0710	$	Trackball Assembly, PowerBook 140/170	$ 80.00	65.00	2
D	661-0712	$	Keyboard, Domestic	90.00	55.00	2
C	661-0715	$	PSRAM Exp. Card, 2MB	290.00	225.00	2
D	661-0721	$	Battery	90.00	80.00	1
D	661-0724	$	Interconnect Board, PowerBook 140/170	41.00	35.00	3
D	661-1621	$	Internal Modem, 2400, U.S.	230.00	185.00	2
C	661-1622	$	HDA, 2.5-inch, 20MB HDI-30	519.00	245.00	2
D	661-1623	$	1.44 MB Floppy Disk Drive, 19mm-high	324.00	188.00	2
A	661-1630	$	HDA, 2.5-inch, 40MB HDI-30	750.00	300.00	2
	B661-0712	I	Keyboard, British	No stocking	55.00	2
	C661-0712	I	Keyboard, French Canadian	No stocking	55.00	2
	D661-0712	I	Keyboard, German	No stocking	55.00	2
	E661-0712	I	Keyboard, Spanish	No stocking	55.00	2
	F661-0712	I	Keyboard, French	No stocking	55.00	2
	S661-0712	I	Keyboard, Swedish	No stocking	55.00	2
	T661-0712	I	Keyboard, Italian	No stocking	55.00	2
	REPLACEMENT PARTS					
	076-0567		External Battery Charger	77.00		1
	590-0717		Cable, HDI-30, SCSI System	24.00		1
	630-0534		Cable Assy, HDA	4.50		2
	658-0303		Microphone Assembly	9.00		1
	699-0271		Inverter, FSTN, Rev. A, PowerBook 140	40.00		3
	699-0272		Inverter, FSTN, Rev. B, PowerBook 140	40.00		3
	699-0273		Inverter, Active Matrix, PowerBook 170	40.00		3
	699-0517		Power Adapter	49.00		1
	821-0655		Cable, Flex, 19mm-high Floppy Drive	4.50		1
	B699-0517	I	Power Adapter, United Kingdom	49.00		1
	X699-0517	I	Power Adapter, Australian	49.00		1
	Z699-0517	I	Power Adapter, Europe	49.00		1
	OTHER PARTS					
	076-0556		Screw Kit, PowerBook 140/170	10.00		
	602-0307		Service Packaging, HDA, 2.5-inch Drives	18.00		
	602-0308		Svc. Pkg., HDA, 3.5", 1" high drives w/o carriers (Also for 19mm-high floppy)	18.00		
	805-0400		Elevation Foot, Spring	1.00		

$ ***Apple will discount your initial Service Stock purchase by 20% if your order is received by December 22, 1991 (limit one of each module per Service location).***

I International Part

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
OTHER PARTS (cont.)				
	805-0412	Retainer, 17 mm Drive	$ 4.00	
	805-0414	Retainer, 19 mm Drive	4.00	
	815-0578	Modem Port Cover	1.00	
	815-1230	Center Clutch Cover	1.00	
	815-1231	End Clutch Cover	1.00	
	815-1233	I/O Door	2.00	
	815-1236	Foot	1.00	
	815-1237	Right Elevation Foot	3.00	
	815-1240	Battery Door	4.00	
	815-1247	Contrast Actuator, PowerBook 140	1.00	
	815-1248	Brightness Actuator, PowerBook 140	1.00	
	815-1266	Elevation Foot, Washer	1.00	
	815-1278	Left Elevation Foot	3.00	
	815-1305	Brightness Actuator Long, PowerBook 170	1.00	
	875-0112	Rubber Plug, Display Bezel	1.00	
	949-0362	Ball, Trackball	7.00	
	949-0363	Retainer, Trackball	2.00	
ADJUSTMENTS				
	011-0075	* Warranty Repair Return Reimbursement, PowerBook 170		
	011-0076	* Warranty Repair Return Reimbursement, PowerBook 140		

* Please refer to the Financials section for reimbursement information.

MONITOR II/MONOCHROME MONITOR IIe

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
A	661-75134	Main Electronics Assembly	$ 97.00	73.00	2
	REPLACEMENT PARTS				
	076-0099	Monitor II CRT Module	79.00		1
	353-7815	IC,7815, 15V POS. Volt Reg. IC601	3.00		1
	590-0539	Cable, Monitor II Video, Smoke	4.00		1
	699-0211	PCB, Line Filter	7.90		1
	740-0011	Fuse, .5A 250V Quick Acting,Pigtail	2.30		1
	740-0106	Fuse, .5A 250V Quick Acting, Clip	2.40		1
	970-0445	Power Switch Assy, 120V	7.50		1
	970-0447	Power Transformer, 115V	30.00		1
	970-0453	Deflection Yoke	30.00		1
	970-0629	Power Cord	7.50		1
	OTHER PARTS				
	805-0200	Plate, Pivot Retaining	1.00		
	805-0202	Spring, Ratchet	1.00		
	815-0559	Filler, Handle Cavity, Platinum	1.00		
	815-0778	Enclosure, Rear Housing, Beige	45.00		
	815-0779	Enclosure, Bezel, Beige	22.00		
	815-0780	Enclosure, Mask, Beige	21.00		
	815-0781	Contrast Knob, Beige	1.20		
	815-0786	Filler, Handle Cavity, Beige	1.20		
	815-0787	Power Switch Knob, Beige	1.20		
	815-1048	Enclosure, Rear Housing, Platinum	36.00		
	815-1049	Enclosure, Bezel, Platinum	18.00		
	815-1050	Enclosure, Mask, Platinum	17.00		
	815-1051	Contrast Knob, Platinum	1.00		
	815-1052	Power Switch Knob, Platinum	1.20		
	865-0020	Rubber Foot	1.00		
	ADJUSTMENTS				
	011-7043	Monitor II Adjustments: Yoke - Tilt Main PCB - Vertical Centering Horizontal Geometric Focus			1
	011-7101	Grounding Upgrade			1

MONITORS

MONITOR IIc

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
B	661-75222	Monitor IIc	$ 115.00	86.00	1
	REPLACEMENT PARTS				
	076-8117	Monitor IIc Stand Friction Cone, (12)	10.00		1
	590-0261	Monitor IIc AC Power Cable (115V)	15.00		1
	590-0539	Cable, Monitor II Video, Smoke	4.00		1
	OTHER PARTS				
	NONE				
	ADJUSTMENTS				
	NONE				

MONITOR ///

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
D	661-0512		Monitor II, 110V, Beige	$ 271.00	106.00	1
	661-72035	*	Monitor /// 110V (replaced by 661-0512)			1
	REPLACEMENT PARTS					
	590-0539		Cable, Monitor II Video, Smoke	4.00		1
	OTHER PARTS					
	NONE					
	ADJUSTMENTS					
	NONE					

* You will receive this part from Apple in exchange for the one you send in. Contact your Regional Apple Support Center for Monitor /// ordering information.

APPLE MONOCHROME MONITOR

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-0346	Main Logic Board, Monochrome Monitor	$ 105.00	53.00	2
	REPLACEMENT PARTS				
	076-0224	CRT, Monochrome Monitor	65.00		1
	590-0539	Cable, Monitor II Video, Smoke	4.00		1
	740-0308	Fuse	1.00		1
	905-0002	Contrast Control, Monochrome Monitor	9.30		1
	915-0009	Transformer, Monochrome Monitor	43.00		1
	930-0005	LED Assembly, Monochrome Monitor	2.60		1
	935-0003	AC Cord, Monochrome Monitor	18.00		1
	937-0018	On/Off Switch, Monochrome Monitor	8.50		1
	OTHER PARTS				
	949-0056	Front Foot, Monitor	2.60		
	949-0057	Bottom Plate, Monitor	20.00		
	949-0067	Bezel, Monochrome Monitor	26.00		
	949-0068	Rear Cover, Monochrome Monitor	43.00		
	956-0004	Screw/Knob Set, Monochrome Monitor	15.00		
	ADJUSTMENTS				
	011-7060	Apple Monochrome Monitor Adjustments Main Board: Focus, Horizontal Hold, Sub-Brightness			1

APPLECOLOR MONITOR 100

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-0237	Power Supply Board	$ 88.00	61.00	2
D	661-0238	Logic Board, Rev. O	201.00	78.00	2
D	661-0292	Logic Board, Rev. A	175.00	122.00	2
	REPLACEMENT PARTS				
	076-0196	DB15 Connector, Color Monitor 100, Rev. A	9.00		1
	076-8119	Power Transformer	85.00		1
	076-8120	CRT/Yoke Assembly	282.00		1
	590-0536	Cable, RGB Video, CPU to Monitor	17.00		1
	740-0204	Fuse 250V, 2A, Slow Blow	1.00		1
	970-0876	Cable, AC Power Cord	19.00		1
	970-0990	Brightness Control	1.50		1
	970-0991	Contrast Control	1.50		1
	970-0994	Green Only Switch	1.50		1
	970-0995	Power Switch	3.00		1
	970-0996	Tilt Motor Switch	1.00		1
	970-0997	Tilt Motor	55.00		1
	970-0999	DB15 Connector, Color Monitor 100, Rev. 0	9.00		1
	970-1000	LED Assembly	8.10		1
	OTHER PARTS				
	076-0235	Bracket Assy, DB15 Connector	10.00		
	815-0542	Front Bezel	12.00		
	815-0543	Power Switch Bottom	1.00		
	815-0544	Button, Tilt Switch	1.00		
	815-0545	Control Panel Door	1.00		
	815-0546	Rear Enclosure	87.00		
	815-0547	Contrast/Brightness Control Knob	1.00		
	815-0549	Mask	15.00		
	815-0550	Green Only Button	1.00		
	865-0020	Rubber Foot	1.00		
	931-0003	Screw, Shoulder, Brass RH Thread	1.00		
	970-0998	Tilt Loading Spring	1.00		
	ADJUSTMENTS				
	011-7055	Video Alignment AppleColor Monitor 100 Adjustments			1

APPLECOLOR COMPOSITE MONITOR IIe & IIc

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
A	661-0308	Main Logic Board, (Composite IIe, IIc-S), IIc	$ 134.00	94.00	2
A	661-0317	Main Logic Board, (Composite IIe,IIc-H), IIe	164.00	117.00	2
	REPLACEMENT PARTS				
	076-0173	CRT Assy (ColorMonitor IIe/IIc-S) Composite IIc-S	146.00		1
	076-0194	CRT Assy (ColorMonitor IIe/IIc-S) Composite IIe-H	195.00		1
	590-0539	Cable, Monitor II Video, Smoke	4.00		1
	740-0021	Fuse, 3.15, Amp 250V, Fast Blow	2.50		1
	740-0102	Fuse, 3 Amp 3AG, 220V, Slow Blow	1.00		1
	740-0304	Fuse, 1A, 250V Quick Blow	1.00		1
	740-0401	Fuse, Medium Time Lag, 4A, 125V	1.20		1
	930-0002	LED Assy, (ColorMonitor IIc-S), Composite IIc-SS	7.00		1
	930-0003	LED Assy, ColorMonitor IIe/IIc-H, (Composite IIc-H)	7.00		1
	937-0005	Switch, White Only,(ColorMonitor IIe/IIc-S),Composite IIc-S	5.00		1
	937-0006	On/Off Switch, (ColorMonitor 110V-S-IIe/IIc-S), Composite IIc-S	5.00		1
	970-1277	Control PCB, ColorMonitor IIe/IIc-S, (Composite IIc-S)	14.00		1
	970-1305	PS/Panel/AC Cord Assy, Composite IIc-110V	44.00		1
	OTHER PARTS				
	076-0199	Fuse Kit, (ColorMonitor IIe/IIc-H), Composite IIe-H	6.00		
	602-0154	Packaging Assy, ColorMonitor IIe-H, (Composite IIe-H)	15.00		
	948-0016	Switch Bracket, ColorMonitor IIe-H, (Composite IIe-H)	1.00		
	949-0077	Bezel, Composite Monitor - IIc-S-Platinum	70.00		
	949-0078	Rear Cover, Composite Monitor-IIc-S-Platinum	70.00		
	949-0081	Bezel, Composite Monitor IIe-H-Platinum	45.00		
	949-0082	Rear Cover, Composite Monitor-IIe-H-Platinum	70.00		
	949-0103	Rear Panel, Composite IIe-H-Platinum	70.00		
	956-0005	Screw/Knob Set, Composite IIe-H-Platinum	13.00		
	956-0006	Screw/Knob Set, Composite IIc-S-Platinum	13.00		
	ADJUSTMENTS				
	011-7056	ColorMonitor IIe and IIc Adjustments: White Balance RG&B Bias Focus Screen			1

MONITORS

COLORMONITOR IIe & IIc

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
A	661-0308	Main Logic Board, (Composite IIe, IIc-S), IIc	$ 134.00	94.00	2
A	661-0317	Main Logic Board, (Composite IIe,IIc-H), IIe	164.00	117.00	2
	REPLACEMENT PARTS				
	076-0173	CRT Assy (ColorMonitor IIe/IIc-S) Composite IIc-S	146.00		1
	076-0194	CRT Assy (ColorMonitor IIe/IIc-S) Composite IIe-H	195.00		1
	590-0539	Cable, Monitor II Video, Smoke	4.00		1
	740-0021	Fuse, 3.15, Amp 250V, Fast Blow	2.50		1
	740-0102	Fuse, 3 Amp 3AG, 220V, Slow Blow	1.00		1
	740-0304	Fuse, 1A, 250V Quick Blow	1.00		1
	740-0401	Fuse, Medium Time Lag, 4A, 125V	1.20		1
	930-0001	LED Assy, ColorMonitor IIe-S	7.00		1
	930-0002	LED Assy, (ColorMonitor IIc-S), Composite IIc-SS	7.00		1
	930-0003	LED Assy, ColorMonitor IIe/IIc-H, (Composite IIc-H)	7.00		1
	937-0005	Switch, White Only,(ColorMonitor IIe/IIc-S),Composite IIc-S	5.00		1
	937-0006	On/Off Switch, (ColorMonitor 110V-S-IIe/IIc-S), Composite IIc-S	5.00		1
	970-1277	Control PCB, ColorMonitor IIe/IIc-S, (Composite IIc-S)	14.00		1
	970-1278	PS/Panel/AC Cord Assy, IIe 110V-S	42.00		1
	970-1279	PS/Panel/AC Cord Assy, IIc 110V-S	42.00		1
	OTHER PARTS				
	076-0199	Fuse Kit, (ColorMonitor IIe/IIc-H), Composite IIe-H	6.00		
	602-0154	Packaging Assy, ColorMonitor IIe-H, (Composite IIe-H)	15.00		
	948-0016	Switch Bracket, ColorMonitor IIe-H, (Composite IIe-H)	1.00		
	949-0017	Bezel, Color Mon IIe-S, Beige (replaced by 949-0077)			
	949-0018	Bezel, Color Mon IIc-S, White	45.00		
	949-0019	Rear Cover, Color Mon IIe-S, Beige	70.00		
	949-0020	Rear Cover, Color Mon IIc-S, White	70.00		
	949-0023	Bezel, Color Mon IIe-H, Beige	45.00		
	949-0024	Bezel, Color Mon IIc-H White	45.00		
	949-0025	Rear Cover, Color Mon IIe-H, Beige	70.00		
	949-0026	Rear Cover, Color Mon IIc-H, White	70.00		
	949-0027	Rear Panel/AC Power Cord Assy, Col Monitor IIe-H	36.00		
	949-0028	Rear Panel/AC Power Cord Assy, Col Monitor IIc-H	36.00		
	949-0077	Bezel, Composite Monitor - IIc-S-Platinum	70.00		
	956-0001	Screw/Knob Set, ColorMonitor-S	13.00		
	956-0002	Screw/Knob Set, ColorMonitor-H	13.00		

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	RC
	ADJUSTMENTS		
	011-7056	ColorMonitor IIe and IIc Adjustments: White Balance RG&B Bias Focus Screen	1

APPLECOLOR RGB MONITOR

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
C	661-0347	AppleColor RGB CRT Video Board	$ 77.00	53.00	2
B	661-0348	AppleColor RGB Power Supply Board	202.00	136.00	2
	REPLACEMENT PARTS				
	076-0207	CRT, AppleColor RGB	215.00		1
	590-0536	Cable, RGB Video, CPU to Monitor	17.00		1
	740-0309	Fuse, 3.15 Amp	1.20		1
	905-0001	Contrast/Brightness Control, AppleColor RGB	9.40		1
	930-0004	LED, AppleColor RGB	3.70		1
	935-0002	AC Cord, AppleColor RGB	18.00		1
	937-0014	On/Off Switch Assy, AppleColor RGB	9.40		1
	OTHER PARTS				
	949-0054	Bezel Assembly, AppleColor RGB	71.00		
	949-0055	Rear Cover, AppleColor RGB	83.00		
	949-0056	Front Foot, Monitor	2.60		
	949-0057	Bottom Plate, Monitor	20.00		
	956-0003	Screw/Knob Set, AppleColor RGB	18.00		
	ADJUSTMENTS				
	011-7061	AppleColor RGB Monitor Adjustments: Color Linearity Focus Vertical Horizontal			1

FLAT PANEL DISPLAY

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-0281	Contrast Card	$ 40.00	24.00	2
D	661-0282	Connector Box	196.00	110.00	2
	REPLACEMENT PARTS				
	076-8128	Flat Panel Display, LCD	195.00		1
	936-0015	Cable, Assembly	25.00		1
	OTHER PARTS				
	815-0884	Case, Front	13.00		
	ADJUSTMENTS				
	NONE				

APPLE HIGH-RES MONOCHROME MONITOR

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
D	661-0395		Power Supply	$ 138.00	99.00	2
D	661-0396		Main Logic Board	114.00	56.00	2
	REPLACEMENT PARTS					
	076-0246		CRT Assembly	110.00		1
	590-0372		Cable, External Power, Domestic (120V)	22.00		1
	590-0422	I	Cable, External Power, European (220V)	22.00		1
	590-0440		Cable, Assembly, LED	6.20		1
	590-0441		Cable, Logic Bd. to Power Supply	3.40		1
	590-0442		Cable, Logic Bd. to Control Panel	3.10		1
	590-4161		Cable, CPU to Monitor, 1.75 Meter	23.00		1
	740-0305		Fuse, 250V, 2 Amp	1.50		1
	905-0004		Contrast Control Board	18.00		1
	933-0014		I/O Connector Board	18.00		1
	937-0038		AC Inlet, On/Off Switch Assy	8.80		1
	981-0007		Video Board "C" w/Cable	36.00		1
	OTHER PARTS					
	948-0031		Metal Cover, Video Board (C)	2.60		
	949-0116		Bezel, Plastic Case	40.00		
	949-0117		Rear Cover, Plastic	69.00		
	949-0118		Stand Attachment, Plastic Bottom	1.00		
	949-0119		Adjustment Panel Cover	1.00		
	956-0007		Screw/Knob Set	3.60		
	ADJUSTMENTS					
	011-7087		Apple High-Res Monochrome Adjustments Sub-Brightness, Focus, Horizontal Size, Vertical Size			1

MONITORS

I International Part

APPLECOLOR HIGH-RES RGB MONITOR

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
C	661-0397		Power Supply, Rev. A	$ 184.00	91.00	2
C	661-0398		Video Color Board Assy., Rev. A	143.00	76.00	2
A	661-0399	!	Main Logic Board (D), Rev. A	200.00	148.00	2
D	661-0653		Video Color Board Assy., Rev. B	143.00	76.00	2
A	661-0654	!	Main Logic Board (D), Rev. B	200.00	148.00	2
C	661-0705		Power Supply, Rev. B	184.00	91.00	2
	REPLACEMENT PARTS					
	076-0245	!	CRT Assembly, Rev. A	225.00		2
	076-0393	!	CRT Assembly, Rev. B	225.00		2
	121-0117		C522, 0.022µF, 50V, Mylar	1.00		1
	121-0118		C525, 0.047µF, 50V, Mylar	1.50		1
	590-0372		Cable, External Power, Domestic (120V)	22.00		1
	590-0422	I	Cable, External Power, European (220V)	22.00		1
	590-0439		Cable Assembly, LED	6.20		1
	590-4161		Cable, CPU to Monitor, 1.75 Meter	23.00		1
	740-0108		Fuse, 250V, 3.15 Amp, medium time-lag (F102)	1.50		1
	740-0109		Fuse, 250V, 6.3 Amp (F101)	1.50		1
	905-0003		Contrast Control Board (J), Rev. A	12.00		1
	905-0012		Contrast Control Board (J), Rev. B	12.00		1
	910-0058		High-Voltage Capacitor (Rev. A Only)	50.00		1
	937-0026		Degausing Switch	3.60		1
	981-0006		Video Board (C), Rev. A	25.00		1
	982-0077		Video Board (C), Rev. B	25.00		1
	OTHER PARTS					
	815-1182		Height Adjustment Bar	5.00		
	949-0113		Bezel, Plastic Case	60.00		
	949-0114		Rear Cover, Plastic	75.00		
	949-0115		Stand Attachment, Plastic Bottom	1.00		
	949-0127		Adjustment Panel Cover	1.00		
	956-0007		Screw/Knob Set	3.60		
	ADJUSTMENTS					

MONITORS

! This part is not interchangable on all versions of this Product. Please check your Technical Procedures for specific information on part compatability.

I International Part

APPLECOLOR HIGH-RES RGB MONITOR

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	RC
	ADJUSTMENTS (cont.)		
	011-7088	AppleColor High-Res RGB Adjustment: Sub-Brightness Horizontal Center White Balance Vertical Center Horizontal Size Focus Vertical Size	2
	011-7095	Shimmer Correction Adjustment	1

APPLE TWO-PAGE MONOCHROME MONITOR

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-0451	Main Board , Two-Page Monochrome Monitor	$ 441.00	170.00	3
D	661-0452	Video Board, Two-Page Monochrome Monitor	260.00	140.00	3
D	661-0453	Power Supply, Two-Page Monochrome Monitor	162.00	90.00	3
	REPLACEMENT PARTS				
	076-0320	CRT Assembly	370.00		1
	590-0371	Cable, Power, 1.9M, U.S.	16.00		1
	590-0391	Cable, Assembly, LED	11.00		1
	590-0393	Cable, Power Supply, 6 Pin	11.00		1
	590-0395	Cable, Flat, Main Board/Video Board, 12 Pin	13.00		1
	590-0397	Cable, Main Board/Video Board, 3 Pin	6.20		1
	590-0398	Cable, Flat, Main Board/Video Board, 14 Pin	16.00		1
	590-0574	Cable, Video, DB25 to DB25	40.00		1
	590-0615	Cable, Video, DB15 to DB25	30.00		1
	905-0007	Contrast Brightness Assembly	39.00		1
	937-0040	On/Off Switch Filter Assembly	89.00		1
	941-0016	Fuse, 2.5 Amp, 250v (5/pk)	3.10		1
	OTHER PARTS				
	815-0558	Tilt Swivel Monitor Stand	99.00		
	949-0223	Bezel, Plastic Case	45.00		
	949-0224	Rear Cover, Plastic	65.00		
	956-0012	Screw/Knob Set (screws, contrast/brightness knobs, feet, doors)	7.50		
	ADJUSTMENTS				
	011-0070	Sub-Brightness, Focus, Horizontal Size, Vertical Size			1

APPLE MACINTOSH PORTRAIT DISPLAY

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
D	661-0117		Main Deflection Board	$ 380.00	262.00	3
D	661-0118		Video Board	211.00	158.00	3
D	661-0119		CRT Video Board	187.00	140.00	3
	REPLACEMENT PARTS					
	076-0350		CRT Assembly	315.00		1
	590-0071		Cable Assembly, LED	26.00		1
	590-0371		Cable, Power, 1.9M, U.S.	16.00		1
	590-0421		Cable, Power 1.9M, European	30.00		1
	590-0574		Cable, Video, DB25 to DB25	40.00		1
	590-0615		Cable, Video, DB15 to DB25	30.00		1
	590-4501		Cable, ADB, CPU/Tilt Swivel Monitor Stand	10.00		1
	937-0019		AC Input Assembly w/fuse	61.00		1
	937-0022		Signal Input Assembly	96.00		1
	941-0017		Fuse, 4 amp, 250V (5/pk)	10.00		1
	982-0004		Contrast Brightness Board	25.00		1
	983-0014		Fan	53.00		1
	OTHER PARTS					
	949-0079		Bezel, Plastic Case	56.00		
	949-0089		Rear Cover, Plastic	97.00		
	949-0253	*	Adjustment Magnet Kit	1.00		
	956-0015		Screw/Knob Set (screws, contrast/brightness knobs, feet, doors)	17.00		
	ADJUSTMENTS					
	011-0071		Apple Portrait Display Adjustment			1
	011-7602	*	Magnet Adjustment			

MONITORS

* Please refer to the Financials section for reimbursement information.

MACINTOSH 12" RGB MONITOR

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
D	661-0616	!	Main Deflection Board, Rev. A	$ 190.00	90.00	2
D	661-0618		CRT Video Board	120.00	85.00	2
D	661-0659	!	Main Deflection Board, Rev. B	190.00	90.00	2
D	661-1618		CRT Video Board, Rev. B	120.00	85.00	2
	REPLACEMENT PARTS					
	076-0384	!	CRT Assembly, Rev. A	225.00		1
	076-0395	!	CRT Assembly, Rev. B	225.00		1
	590-0370		Cable, External Power Hi-Res (1M)	22.00		1
	590-0693		Cable, CPU to Monitor, Macintosh 12" RGB	22.00		1
	905-0009		Contrast/Brightness Assembly	7.00		1
	930-0008		LED Assembly with Cable	5.00		1
	941-5222		Fuse, 125V 3.15A	5.00		1
	OTHER PARTS					
	949-0297		Bezel, Plastic Case	30.00		
	949-0298		Rear Cover, Plastic, Macintosh 12" RGB Monitor	45.00		
	949-0303	I	Rear Cover, Plastic (International)	45.00		
	949-0304		Main Board Holder, Plastic	15.00		
	956-0024		Screw/Knob Set	4.00		
	ADJUSTMENTS					
	011-0425		Macintosh 12" RGB Monitor			2

MONITORS

! This part is not interchangable on all versions of this Product. Please check your Technical Procedures for specific information on part compatability.

I International Part

MACINTOSH 12" MONOCHROME DISPLAY

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-0615	Main Deflection Board	$ 190.00	160.00	2
	REPLACEMENT PARTS				
	076-0382	CRT Assembly, Domestic & Europe	90.00		1
	109-1020	Pot, 10K Ω 0.15W Contrast	1.00		1
	109-1022	Pot, 10K Ω 0.15W CC Brightness	1.00		1
	590-0370	Cable, External Power Hi-Res (1M)	22.00		1
	590-4510	Cable, CPU to Monitor	18.00		1
	941-5225	Fuse, 2.5A, 250V, Slow Blow, 5 Pk.	2.00		1
	OTHER PARTS				
	658-8351	Bezel, Plastic Case	25.00		
	658-8352	Rear Cover, Plastic	35.00		
	815-1156	Cable Storage Bobbin	1.00		
	956-0023	Screw/Knob Set	4.00		
	ADJUSTMENTS				
	011-0424	Macintosh 12" Monochrome Display			2

MACINTOSH 21" COLOR DISPLAY

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
	661-0655	$	Video Assembly	$ 899.00	236.00	3
	661-0656	$	Main Board Assembly	1224.00	321.00	3
	661-0657	$	Magnatometer Degauss Board	833.00	218.00	2
	661-0658	$	Power Supply Board	1062.00	278.00	2
	REPLACEMENT PARTS					
	076-0398		On/Off Switch Filter Assembly	48.00		2
	076-0399		Flyback Transformer Assembly	160.00		3
	076-0403		Magnatometer Coils, Front/Rear	80.00		3
	076-0404		Video Filter Boards, Left/Right	56.00		2
	076-0405		Degauss Coils, Upper/Lower	120.00		3
	590-0373		Power Cable, AC, 110V, Smoke	20.00		1
	590-0423	I	Power Cable, AC, 220V, Smoke	20.00		1
	590-0466		Cable, Degaus Coil/Magnatometer Degauss Board	24.00		2
	590-0467		Cable, Position Sensor/Magnatometer Degauss Board	16.00		2
	590-0468		Cable, Flat, Brightness Control Assembly/Video Filter Board	24.00		2
	590-0469		Cable, Flat, Power Supply/Video Filter Board/Main Board	24.00		2
	590-0615		Cable, Video, DB15 to DB25	30.00		1
	590-0626		Cable, Internal ADB, Tilt Swivel Monitor Stand	24.00		2
	590-4501		Cable, ADB, CPU/Tilt Swivel Monitor Stand	10.00		1
	905-0011		Contrast Brightness Assembly	24.00		2
	982-0096		Position Sensor Board	24.00		3
	OTHER PARTS					
	949-0329		Tilt Swivel Monitor Stand	64.00		
	949-0330		Bezel, Plastic Case	32.00		
	949-0331		Rear Cover, Plastic	56.00		
	956-0028		Screw/Knob Set	8.00		
	ADJUSTMENTS					
	011-7111		Macintosh 21" Color Display Adjustments			3

$ ***Apple will discount your initial Service Stock purchase by 20% if your order is received by December 22, 1991 (limit one of each module per Service location).***

I International Part

NOTE: To manage module inventory levels during introduction, we will prioritize filling Exchange orders. Initial stocking orders may not be filled immediately. You can, however, still place your initial stocking orders to take advantage of the 20% discount.

MONITORS

PROFILE - PROFILE 10

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-94504	Profile Electronic Mod (5MB)	$ 763.00	349.00	2
D	661-94530	Profile 10 Electronic Module	893.00	305.00	2
	REPLACEMENT PARTS				
	112-0107	Resistor Array, 8 x 100 Ohm	1.00		1
	590-0047	Cable LED	15.00		1
	590-0048	Cable, Controller to Analog	15.00		1
	590-0202	Cable, External	45.00		1
	OTHER PARTS				
	403-1606	Screw, 6-32 3/8 DRPHD, Disk II	1.00		
	430-1001	Screw, Tapping 8x18.437, Disk ///	1.00		
	602-0129	ProFile Packaging, Level I	30.00		
	835-0005	Nut Speed (J)	1.30		
	860-0200	Standoff Plastic	1.00		
	865-0005	Foot, .52HT SQ	1.00		
	ADJUSTMENTS				
	NONE				

DISK II - DISK ///

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
A	661-92001	Disk II Analog Card	$ 108.00	70.00	2
D	661-92002	Analog Card, Apple ///-Disk ///	92.00	66.00	2
A	661-92012	Disk II Mech Assembly	221.00	129.00	2
D	661-92015	Disk /// Mech Assembly, External	205.00	126.00	2
	REPLACEMENT PARTS				
	305-0032	IC 74LS32	5.00		1
	305-0074	IC 74LS74, Disk ///	4.70		1
	306-0125	IC 74LS125	3.00		1
	327-2003	IC 2003A	5.00		1
	351-3146	IC 3146	5.00		1
	355-3470	IC MC3470 Floppy Disk Read Ampl.	3.80		1
	590-0024	Disk III Cable	37.00		1
	590-0031	Disk II Cable Assembly, 15" LG	30.00		1
	U705-0005	Write Protect Switch Disk II-///	9.00		1
	U815-0073	Write Protect Actuator (Shugart)	3.10		1
	U880-0002	Disk Drive Belt	14.00		1
	OTHER PARTS				
	400-1606	Screw, 6-32x3/8, Disk III	1.00		
	400-3604	Screw, 6-32x 1/4, Pozi-Drive FLT Hd, Disk II	1.00		
	403-1606	Screw, 6-32 3/8 DRPHD, Disk II	1.00		
	430-1001	Screw, Tapping 8x18.437, Disk ///	1.00		
	655-6101	Assy, PCB Adapter, Disk /// & Apple III+	43.00		
	805-0005	Chasis Base, Disk II	24.00		
	805-0115	Disk Clamp, Alle	1.20		
	815-0186	Disk /// Bottom Cover	15.00		
	815-0187	Disk /// Door	12.00		
	815-0377	Write Protect Actuator (Alps)	1.00		
	825-0005	Disk II Front Name Plate Label	2.60		
	825-0009	Cover, Case Slots, Disk II	1.00		
	825-0011	Multiple Drive ID #1, Label	1.00		
	825-0012	Multiple Drive ID #2, Label	1.00		
	835-0006	Screw, Hexagonal Nut Plate	1.00		
	865-0001	Rubber Feet	1.10		
	U815-0064	Load Button	1.00		
	U815-0066	Door and Hinge Assembly	5.40		
	U815-0067	Disk II Collet Hub	19.00		

DISK II - DISK ///

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	RC
ADJUSTMENTS			
	011-7004	Disk II & /// Adjustments Write-Protect Switch Adjustment Drive Speed Adjustment	1

DUODISK

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
A	661-72128	UNI/DUODISK Mechanical Assembly	$ 190.00	105.00	2
B	661-92130	DuoDisk Analog Card	138.00	94.00	2
	REPLACEMENT PARTS				
	306-0125	IC 74LS125	3.00		1
	352-3141	IC, High Volt. Diode 30V, 100 mA	5.00		1
	355-3470	IC MC3470 Floppy Disk Read Ampl.	3.80		1
	590-0114	DuoDisk Cable	37.00		1
	590-0140	Assembly, Cable, LED, D1	12.00		1
	590-0223	Cable Assembly, LED	5.00		1
	870-0023	Spring, Disk Door (Latch)	1.00		1
	U880-0002	Disk Drive Belt	14.00		1
	OTHER PARTS				
	400-1604	Screw, 6-32x1/4	1.00		
	407-1605	Screw, 6-32x5/16 Pan Head	1.00		
	655-8112	Clamp, Peripheral Connector, All+	15.00		
	676-5101	Subassembly, Bottom Cover	21.00		
	676-5103	Top Cover Assembly	12.00		
	805-5000	Shield, Duodisk	14.00		
	805-5001	Shield, Top, Drive 1	3.00		
	805-5002	Shield, Top, Drive 2	1.80		
	805-5028	Shield Plate	1.50		
	805-5029	Seat Insulating	3.00		
	815-0637	Door, Uni/DuoDisk, Beige	8.00		
	825-0548	Label, Drive #, Uni/DuoDisk	1.30		
	860-0053	Washer, Split Lock Metric, 3.5m	1.00		
	860-0242	Washer, M3. 5x4.0 I.D.x7.0 O.D.	1.30		
	970-1258	Sub-Bezel Universal Uni/Apple 5.25	3.00		
	U815-0064	Load Button	1.00		
	ADJUSTMENTS				
	011-7025	* DuoDisk/UniDisk Adjustments: D-Speed Adjustment Capacitor Fix			

DISK DRIVES

* Please refer to the Financials section for reimbursement information.

UNIDISK - APPLE 5.25 DRIVE

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
B	661-0287	Analog Card, Unidisk	$ 88.00	66.00	2
A	661-72128	UNI/DUODISK Mechanical Assembly	190.00	105.00	2
	REPLACEMENT PARTS				
	590-0140	Assembly, Cable, LED, D1	12.00		1
	590-0327	Assembly, Cable Drive to CPU	49.00		1
	590-0367	Cable, Drive to CPU-Smoke	39.00		1
	870-0023	Spring, Disk Door (Latch)	1.00		1
	U880-0002	Disk Drive Belt	14.00		1
	OTHER PARTS				
	400-1604	Screw, 6-32x1/4	1.00		
	400-3604	Screw, 6-32x 1/4, Pozi-Drive FLT Hd, Disk II	1.00		
	603-5111	Bottom Cover, Platinum	22.00		
	603-5112	Top Cover, Platinum	24.00		
	603-5113	Door, Uni/Apple 5.25 Drive, Platinum	7.50		
	655-8112	Clamp, Peripheral Connector, AII+	15.00		
	675-5101	Subassembly Bottom Cover	22.00		
	675-5103	Top Case Assembly	24.00		
	805-0890	Shield, Bottom	35.00		
	805-0891	Shield, Top	6.60		
	815-0637	Door, Uni/DuoDisk, Beige	8.00		
	825-0548	Label, Drive #, Uni/DuoDisk	1.30		
	860-0053	Washer, Split Lock Metric, 3.5m	1.00		
	860-0242	Washer, M3. 5x4.0 I.D.x7.0 O.D.	1.30		
	970-1258	Sub-Bezel Universal Uni/Apple 5.25	3.00		
	U815-0064	Load Button	1.00		
	ADJUSTMENTS				
	011-7025	* DuoDisk/UniDisk Adjustments: D-Speed Adjustment Capacitor Fix			

DISK DRIVES

* Please refer to the Financials section for reimbursement information.

DISK IIc

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
C	661-0264	Drive Mech Assembly, Apple IIc	$ 165.00	114.00	2
C	661-0265	Drive Analog Board, Apple IIc	60.00	45.00	2
	REPLACEMENT PARTS				
	590-0212	Disk IIc Cable	33.00		1
	590-0221	Disk IIc LED Cable	5.60		1
	805-5038	Upper Head Shield Plate	2.00		1
	870-0023	Spring, Disk Door (Latch)	1.00		1
	U880-0002	Disk Drive Belt	14.00		1
	OTHER PARTS				
	655-5005	Label, External Disk Drive IIc	1.00		
	655-5006	Assy, Top Case, External Disk Drive IIc	23.00		
	655-5007	Assy, Bottom Case, External Disk Drive IIc	20.00		
	805-0756	Disk Drive Top Shield, IIc	20.00		
	815-0587	Disk Drive Door, Platinum (Latch)	5.00		
	815-0810	Disk Drive Bezel	9.00		
	815-0811	Disk Drive Door (Latch)	5.00		
	815-0836	Lens, LED	1.40		
	865-0021	Foot, Bumper	1.00		
	U815-0064	Load Button	1.00		
	ADJUSTMENTS				
	011-7033	Disk IIc Adjustments			1

MACINTOSH DISK DRIVE

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
	661-0305	800K Mechanism, Apple 3.5 Drive (replaced by 661-0345)			2
A	661-0345	800K Mechanism, Apple 3.5 Drive	$ 197.00	138.00	2
A	661-76156	400K Mechanism, Apple 3.5 Drive	230.00	147.00	2
	REPLACEMENT PARTS				
	590-0183	Cable, Macintosh 400K External Drive	52.00		1
	590-0255	Cable, External 800K Disk Drive	52.00		1
	OTHER PARTS				
	416-1305	Screw, Torx, 800K External Drive	1.00		
	424-1001	Screw, Tap M2.9x1.06x13	1.00		
	467-3000	Screw, M3.5x10	1.00		
	602-0210	Service Packaging, 800K/FDHD Apple SuperDrive	4.50		
	630-5180	Assy, Top Case, 800K Drive, Beige	8.00		
	630-5181	Assy, Bottom Case, 800K Drive, Beige	8.00		
	805-0217	Shield, Internal 800K Drive	5.70		
	805-5050	Drive Carrier, 800K/Apple SuperDrive	3.80		
	815-0795	Cover, Lower, Macintosh 400K Ext Drive	6.00		
	815-0796	Cover, Upper, Macintosh 400K Ext Drive	6.00		
	815-0798	Bezel, Macintosh External 400K Drive	4.20		
	865-0051	Foot, Platinum	1.00		
	948-0022	Shield, 800K External Drive	7.60		
	ADJUSTMENTS				
	NONE				

HARD DISK 20

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-0300	Controller Board, HD 20	$ 128.00	78.00	2
D	661-0301	Power Supply, HD 20	69.00	59.00	2
D	661-0302	HD 20 w/Analog Board	642.00	313.00	2
	REPLACEMENT PARTS				
	590-0260	Cable, Power	3.30		1
	590-0324	Cable, HD 20 to Macintosh	33.00		1
	590-0336	Cable, HDA to Controller	7.10		1
	720-5001	Fan	23.00		1
	OTHER PARTS				
	410-1306	Screw, M3.0x.5x6MM	1.10		
	415-3306	Screw, M3.0x.5x6MM Flt CRS REC	1.00		
	426-1007	Screw, Tap, M4.22 x 1.41 x 16, Torx, Zinc (Case Top)	1.00		
	440-6105	Screw, Sems 6-32x.313 PN CRS	1.00		
	462-3103	Screw, M3.0x.5x30 PN CRS REC	1.00		
	462-4100	Screw, M 3.5 x 6 x .8 PNCR Rec	1.00		
	602-0117	Service Packaging, HDA with Analog Board	20.00		
	630-5193	Bottom Cover	70.00		
	810-0377	Top Cover	38.00		
	ADJUSTMENTS				
	NONE				

HARD DISK 20SC/40SC/80SC/160SC

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
B	661-0342	HDA, External, 20MB SCSI, Rev A	$ 454.00	245.00	2
D	661-0343	Power Supply	86.00	59.00	2
A	661-0373	HDA, Internal, 20MB, 3.5 SCSI, Rev A	519.00	245.00	2
	661-0391	HDA, Internal, 40MB, 5.25 SCSI	No stocking	300.00	2
D	661-0411	HDA, Internal, 80MB, 5.25 SCSI	1104.00	395.00	2
D	661-0457	HDA, Int., 80MB, 5.25 SCSI w/Apple Unix,Version 1.0.1	1121.00	435.00	2
A	661-0464	HDA, Internal, 40MB, 3.5 SCSI (replaced by 661-1629)			2
	661-0561	HDA, 80MB, 3.5 SCSI w/A/UX, V. 1.1 (replaced by 661-0613)			2
D	661-0584	HDA, External, 5.25, 160MB SCSI	715.00	455.00	2
A	661-0600	HDA, Internal, 80MB, 3.5 SCSI	1104.00	395.00	2
D	661-0601	HDA, 5.25, 160 MB SCSI	1689.00	455.00	2
C	661-0612	HDA, Internal, 20MB, 3.5 SCSI, Rev B (replaced by 661-1629)			2
D	661-0613	HDA, Int, 80MB, 3.5 w/A/UX 2.0	1121.00	435.00	2
A	661-0614	HDA, 1" 40MB Internal, 3.5 SCSI	750.00	300.00	2
C	661-0624	HDA, 1" 80MB Internal, 3.5 SCSI	1104.00	395.00	2
D	661-0625	HDA, Int, 160MB, 3.5 SCSI (replaced by 661-1641)			2
C	661-1622 $	HDA, 2.5-inch, 20MB HDI-30	519.00	245.00	2
A	661-1629	HDA, 1" 40MB Internal, 3.5 SCSI	750.00	300.00	2
A	661-1630 $	HDA, 2.5-inch, 40MB HDI-30	750.00	300.00	2
D	661-1638 $	HDA, 160MB, 5.25 SCSI w/A/UX, V.2.0.1	1689.00	455.00	2
D	661-1639 $	HDA, 160MB, 3.5 SCSI w/A/UX, V.2.0.1	1689.00	455.00	2
D	661-1640	HDA, 5.25", 160MB SCSI	1689.00	455.00	2
D	661-1641 $	HDA, Int., 160MB, 3.5" SCSI	1689.00	455.00	2
	REPLACEMENT PARTS				
	076-0380	Assembled End Bracket & LED, 160SC	9.00		1
	590-0235	SCSI-Device-to-Case Cable	30.00		1
	590-0237	Cable, LED (Red)	4.90		1
	590-0238	Cable, SCSI Select	12.00		1
	590-0260	Cable, Power	3.30		1
	590-0380	Power Cable, AC, 110V, Smoke	4.60		1
	590-4037	Cable, 50-Pin, SCSI Device to Case, 160SC	30.00		1
	658-8031	System Cable (CPU to SCSI Device)	25.00		1
	658-8032	Cable Terminator	17.00		1
	658-8033	Cable Extender	21.00		1
	658-8034	Cable, Peripheral Interface	22.00		1
	699-0469	Fan	29.00		1
	699-5017	Fan, 160SC	30.00		1

DISK DRIVES

$ ***Apple will discount your Initial Service Stock purchase by 20% if your order is received by December 22, 1991 (limit one of each module per Service location).***

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	REPLACEMENT PARTS (cont.)			
	705-0045	Switch, SCSI Select Assy	$ 19.00	1
	927-0002	EPROM (Model MB)	30.00	1
	OTHER PARTS			
	341-0768	EPROM, 40/80 MB HDA, Version TA.2 01	5.00	
	408-1603	Screw, 6-32 x 3/16	1.20	
	462-3100	Screw, M3 x 0.5 x 6	1.00	
	590-0527	Cable, HDA LED (Fits 1" Height Drives)	4.00	
	602-0148	Service Packaging, HDA, 5.25-inch drives	18.00	
	602-0164	Service Packaging, 3.5 HDA (replaced by 602-0282 or 602-0308)		
	602-0282	Service Packaging, HDA, 3.5" half-height &3.5" 1"-height drives w/carriers	18.00	
	602-0308	Svc. Pkg., HDA, 3.5", 1" high drives w/o carriers (Also for 19mm-high floppy)	18.00	
	630-5257	Case, Plastic Bottom Assy-Beige	27.00	
	630-5258	Case, Plastic Top Assy-Beige	27.00	
	630-5287	Case, Plastic Bottom Assy, 20 SC-Platinum	27.00	
	630-5288	Case, Plastic Top Assy, 20 SC-Platinum	27.00	
	630-5335	Case, Plastic Bottom 40 SC	34.00	
	630-5337	Case, Plastic Bottom 80 SC	27.00	
	630-5700	Case, Plastic Bottom, 160SC	27.00	
	630-5802	Case, Plastic to Assy, Platinum, 160SC	27.00	
	805-0375	Bracket, Fan SCSI Device	5.50	
	805-0376	Drive Carrier, HDA, 3.5/5.25, External	8.00	
	805-0950	Drive Carrier, HDA, 3.5 SCSI, Int.	10.00	
	805-0952	Drive Carrier, HDA 3.5 SCSI, Int. (Low Side Mounting Holes)	9.00	
	805-0980	Drive Carrier, HDA, 3.5 SCSI, Internal	8.00	
	805-5051	Drive Carrier, HDA, Internal, 5.25 SCSI	7.50	
	805-5062	Drive Mount, Macintosh II/IIx/IIfx	8.60	
	805-5066	Drive Carrier, HDA, Internal, 3.5 SCSI (High Side Mounting Holes)	8.20	
	805-5078	Drive Carrier, HDA, 3.5 SCSI, Internal	2.90	
	805-5081	Drive Carrier, HDA, 5.25, External, 160SC	21.00	
	815-0974	Lens	1.20	
	815-0975	Security D-Ring- Beige	1.90	
	815-0985	Security D-Ring- Platinum	1.90	
	815-6030	Drive Mount, Macintosh IIcx/IIci	8.20	
	865-0024	Foot, Platinum	2.20	
	949-0250	Cover, Plastic, PCB, 160SC	3.00	

HARD DISK 20SC/40SC/80SC/160SC

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	RC
		ADJUSTMENTS	
	011-0073	HDA 160 Adjustment for RFI Tape	2

DISK DRIVES

APPLE TAPE BACKUP 40SC

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-0343	Power Supply	$ 86.00	59.00	2
D	661-0392	Tape Backup Mechanism, 40 MG	925.00	219.00	2
	REPLACEMENT PARTS				
	590-0235	SCSI-Device-to-Case Cable	30.00		1
	590-0238	Cable, SCSI Select	12.00		1
	590-0380	Power Cable, AC, 110V, Smoke	4.60		1
	658-8031	System Cable (CPU to SCSI Device)	25.00		1
	658-8032	Cable Terminator	17.00		1
	658-8033	Cable Extender	21.00		1
	658-8034	Cable, Peripheral Interface	22.00		1
	699-0450	Fan	29.00		1
	705-0045	Switch, SCSI Select Assy	19.00		1
	OTHER PARTS				
	408-1603	Screw, 6-32 x 3/16	1.20		
	462-3100	Screw, M3 x 0.5 x 6	1.00		
	630-5297	Case, Bottom	31.00		
	630-5298	Case, Top	31.00		
	805-0375	Bracket, Fan SCSI Device	5.50		
	865-0024	Foot, Platinum	2.20		
	ADJUSTMENTS				
	NONE				

UNIDISK 3.5

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
	661-0305	800K Mechanism, Apple 3.5 Drive (replaced by 661-0345)			2
C	661-0307	Controller Card, Unidisk 3.5	$ 84.00	71.00	2
A	661-0345	800K Mechanism, Apple 3.5 Drive	197.00	138.00	2
	REPLACEMENT PARTS				
	590-0100	Assembly, LED Cable	9.00		1
	590-0101	Cable Assembly, Micro-Switch Eject	5.70		1
	590-0321	External Drive Cable	45.00		1
	OTHER PARTS				
	076-0192	Parts Set, UniDisk 3.5	15.00		
	602-0210	Service Packaging, 800K/FDHD Apple SuperDrive	4.50		
	805-0217	Shield, Internal 800K Drive	5.70		
	805-5050	Drive Carrier, 800K/Apple SuperDrive	3.80		
	815-0904	Case, Top, UniDisk 3.5	16.00		
	815-0905	Case, Bottom, UniDisk 3.5	14.00		
	ADJUSTMENTS				
	NONE				

APPLE 3.5 DRIVE

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
A	661-0345	800K Mechanism, Apple 3.5 Drive	$ 197.00	138.00	2
	REPLACEMENT PARTS				
	076-0234	Interface Board, Daisy Chain	40.00		1
	590-0360	Cable, External Drive, Smoke (replaced by 590-4360)			1
	590-4360	Cable, External Drive	45.00		1
	603-5109	Cable Assembly, LED	9.00		1
	603-5110	Cable Assembly, Eject Switch	4.40		1
	OTHER PARTS				
	416-1304	Screw, Metal Shield	1.00		
	416-1305	Screw, Torx, 800K External Drive	1.00		
	420-1011	Screw, Eject Switch Bracket	1.00		
	602-0210	Service Packaging, 800K/FDHD Apple SuperDrive	4.50		
	603-5106	Shield, Outer Metal	6.80		
	805-0156	Shield, Inner Metal	1.90		
	805-0217	Shield, Internal 800K Drive	5.70		
	805-0378	Clamp, External Drive Cable	1.00		
	805-0807	Shield, External Drive Cable	3.20		
	805-0811	Bracket, Eject Switch	1.00		
	805-5050	Drive Carrier, 800K/Apple SuperDrive	3.80		
	815-0955	Case, Top Plastic, Platinum	16.00		
	815-0956	Case, Bottom Plastic, Platinum	14.00		
	815-0969	Cover, Plastic Daisy Chain	1.00		
	865-0045	Foot, Plastic Case	1.00		
	ADJUSTMENTS				
	NONE				

APPLE PC 5.25 DRIVE

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-0393	Drive Mechanism	$ 198.00	86.00	2
	REPLACEMENT PARTS				
	590-0368	Cable, Smoke	75.00		1
	OTHER PARTS				
	805-0913	Shield Case	13.00		
	805-0923	Shield Cover	13.00		
	805-0924	Led Bracket	1.90		
	805-0925	Clamp, Cable PC 5.25	1.70		
	815-1043	Bottom Cover	22.00		
	815-1044	Top Cover	22.00		
	815-1045	Led, Lens	1.00		
	815-1068	Lever	2.50		
	865-0024	Foot, Platinum	2.20		
	914-0439	Packaging Diskette	2.40		
	ADJUSTMENTS				
	NONE				

APPLE CD SC/SC PLUS

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
A	661-0110	Drive Mechanism, Apple CD SC	$ 519.00	248.00	2
D	661-0343	Power Supply	86.00	59.00	2
A	661-0671	Drive Mechanism, AppleCD SC Plus	495.00	130.00	2
	REPLACEMENT PARTS				
	590-0235	SCSI-Device-to-Case Cable	30.00		1
	590-0264	SCSI-Device-to-Case Cable, AppleCD SC Plus	30.00		1
	590-0380	Power Cable, AC, 110V, Smoke	4.60		1
	630-4166	Rear Audio Board	5.70		1
	630-4173	LED Board	4.10		1
	658-8031	System Cable (CPU to SCSI Device)	25.00		1
	658-8032	Cable Terminator	17.00		1
	658-8033	Cable Extender	21.00		1
	658-8034	Cable, Peripheral Interface	22.00		1
	705-0045	Switch, SCSI Select Assy	19.00		1
	982-0020	Headphone Board, AppleCD SC	9.90		1
	982-0107	Headphone Board, AppleCD SC Plus	9.90		1
	OTHER PARTS				
	630-5376	Case, Top	21.00		
	630-5377	Case, Bottom	28.00		
	805-0382	Connector Mounting Plate	15.00		
	956-0021	Eject Button, AppleCD SC	1.00		
	ADJUSTMENTS				
	NONE				

1.44 MB FDHD APPLE SUPERDRIVE/HDI-20 DISK DRIVE

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
A	661-0474	1.44 FDHD Apple SuperDrive Disk Drive	$ 324.00	188.00	2
D	661-1623	1.44 MB Floppy Disk Drive, 19mm-high	324.00	188.00	2
	REPLACEMENT PARTS				
	076-0234	Interface Board, Daisy Chain	40.00		1
	590-0719	Cable, HDI-20, Drive to CPU	45.00		1
	590-4360	Cable, External Drive	45.00		1
	603-5110	Cable Assembly, Eject Switch	4.40		1
	603-5118	Cable Assembly, LED, Yellow	3.60		1
	699-0479	Cable Interface Board, HDI-20 to Flex	6.00		1
	821-0655	Cable, Flex, 19mm-high Floppy Drive	4.50		1
	OTHER PARTS				
	076-0439	Dust Shields, 1.44MB Apple SuperDrive	5.00		
	416-1304	Screw, Metal Shield	1.00		
	416-1305	Screw, Torx, 800K External Drive	1.00		
	420-1011	Screw, Eject Switch Bracket	1.00		
	602-0210	Service Packaging, 800K/FDHD Apple SuperDrive	4.50		
	602-0308	Svc. Pkg., HDA, 3.5", 1" high drives w/o carriers (Also for 19mm-high floppy)	18.00		
	603-5010	Door, HDI-20 External Floppy Drive	2.50		
	603-5011	Door Retainer Pins, HDI-20 External Floppy Drive	2.50		
	603-5106	Shield, Outer Metal	6.80		
	603-5117	Assembly, Case, Bottom Plastic	14.00		
	603-5120	Case Top, HDI-20 Ext Floppy Drive	4.00		
	603-5121	Case Bottom, HDI-20, Ext. Floppy Drive	4.00		
	805-0156	Shield, Inner Metal	1.90		
	805-0378	Clamp, External Drive Cable	1.00		
	805-0388	Sheild, Bottom Tray, 1.4 MB Drive	1.80		
	805-0807	Shield, External Drive Cable	3.20		
	805-0811	Bracket, Eject Switch	1.00		
	805-5050	Drive Carrier, 800K/Apple SuperDrive	3.80		
	810-5113	Spacer, Apple SuperDrive	2.00		
	815-0955	Case, Top Plastic, Platinum	16.00		
	815-0969	Cover, Plastic Daisy Chain	1.00		
	865-0024	Foot, Platinum	2.20		
	ADJUSTMENTS				
	011-7110	Apple SuperDrive Cleaning			1

DISK DRIVES

APPLE CLUSTER CONTROLLER

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-0260	Cluster Controller Connect Board	$ 302.00	89.00	2
D	661-75166	7 Port Board	624.00	530.00	2
D	661-75167	3 Port Board	371.00	315.00	2
D	661-75189	Power Supply Cluster Controller	158.00	134.00	2
	REPLACEMENT PARTS				
	076-8044	7 Port SNA ROM Set	120.00		1
	076-8054	3 Port SNA ROM Set	120.00		1
	076-8055	3 Port BSC ROM Set	120.00		1
	076-8056	7 Port BSC ROM Set	120.00		1
	740-0200	Fuse, 1A 250V Slow Blow	1.00		1
	OTHER PARTS				
	076-8063	Service Case	144.00		
	ADJUSTMENTS				
	NONE				

DATA COMM

APPLE MODEMS

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-0293	PCB, Modem 1200 W/CSA	$ 388.00	103.00	1
	661-75164	PCB, Modem 1200 (replaced by 661-0293)			1
D	661-75165	PCB, Modem 300	164.00	50.00	1
	REPLACEMENT PARTS				
	076-8075	Cable Assy, RJ-11	8.60		1
	076-8077	Transformer, Cable Assy	46.00		1
	590-0121	Cable Assy, Interface (Apple II, Apple ///, Lisa)	27.00		1
	590-0192	Cable Assembly, Interface (Apple IIc)	30.00		1
	590-0197	Cable Assy, Interface (Macintosh)	34.00		1
	590-0550	Peripheral Adapter Cable (Apple IIGS)	21.00		1
	699-0430	Cable, Peripheral Adapter, Macintosh Plus, Smoke	13.00		1
	OTHER PARTS				
	815-0790	Top Cover	36.00		
	815-0791	Bottom Cover	36.00		
	865-0003	Rubber Foot	1.00		
	ADJUSTMENTS				
	NONE				

DATA COMM

APPLE PERSONAL MODEM

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
C	661-0313	Apple Personal Modem	$ 181.00	126.00	1
	REPLACEMENT PARTS				
	076-8075	Cable Assy, RJ-11	8.60		1
	590-0551	Cable, APM/ImageWriter II/LQ to Macintosh, Smoke	17.00		1
	590-0552	Cable, APM-IW II/LQ to AIIGS & Mac Plus, Smoke	19.00		1
	590-0554	Cable, APM/ImageWriter II/LQ to Apple IIc, Smoke	15.00		1
	590-0555	Cable, APM/ImageWriter II/LQ to Apple /// & /// Plus, Smoke	19.00		1
	933-0001	Plug Head, Power Connector	19.00		1
	OTHER PARTS				
	NONE				
	ADJUSTMENTS				
	NONE				

DATA COMM

APPLELINE

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-75203	AppleLine PCB	$ 880.00	469.00	2
	REPLACEMENT PARTS				
	076-8079	Transformer	70.00		1
	590-0169	Cable, Serial Printer Interface, Macintosh	34.00		1
	590-0214	Gender Cable Assembly	11.00		1
	740-0304	Fuse, 1A, 250V Quick Blow	1.00		1
	970-0883	Fan and Cable Assembly	174.00		1
	970-0884	Switch and Cable Assembly	24.00		1
	OTHER PARTS				
	076-0266	AppleLine ROM Upgrade Set - Rev 3.35	35.00		
	970-0881	Top Cover	87.00		
	970-0882	Bottom Cover	87.00		
	ADJUSTMENTS				
	NONE				

LOCALTALK

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
D	661-0356	†	LocalTalk PC Card	$	65.00	2
	REPLACEMENT PARTS					
	342-0007	*	ROM, LocalTalk PC Card	30.00		
	607-5010		Apple II Junction Box	27.00		1
	607-5033		Apple II Spacer Clip	1.00		1
	630-8125		Lisa/Macintosh XL Connector Kit	53.00		1
	630-8272		Locking Connector Kit, DB-9	42.00		1
	630-8273		10 Meter Cable Kit, (Locking)	45.00		1
	630-8275		Locking Connector Kit, DIN 8	51.00		1
	630-8276		25 Meter Cable Kit, (Locking)	75.00		1
	OTHER PARTS					
	NONE					
	ADJUSTMENTS					
	NONE					

DATA COMM

† Service Stock for this module should be taken from your Finished Goods inventory. When you perform a repair, and send a defective module to Apple, you will be charged the Exchange price and receive a replacement card.

* Please refer to the Financials section for reimbursement information.

APPLEFAX MODEM

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
D	661-0433		Main Logic Board, Fax Modem	$ 150.00	90.00	2
D	661-0435		Auxilary Logic Board, Fax Modem	216.00	130.00	2
	REPLACEMENT PARTS					
	076-8075		Cable Assy, RJ-11	8.60		1
	342-0387	*	Rom, AppleFax Modem	40.00		
	600-0403		Speaker	6.30		1
	699-0130		Power Supply	39.00		1
	OTHER PARTS					
	462-3100		Screw, M3 x 0.5 x 6	1.00		
	630-5412		Case, Bottom Fax Modem	14.00		
	630-5413		Case, Top, Fax Modem	7.00		
	630-5425		Assembly, Light Pipe	1.50		
	815-5042		Volume Lever	1.00		
	ADJUSTMENTS					
	NONE					

DATA COMM

* Please refer to the Financials section for reimbursement information.

APPLE DATA MODEM 2400

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-0516	Main Logic Board, Data Modem 2400	$ 329.00	183.00	2
	REPLACEMENT PARTS				
	590-0590	Cable, Telephone	3.50		1
	600-0403	Speaker	6.30		1
	600-0455	Power Supply	28.00		1
	OTHER PARTS				
	462-3100	Screw, M3 x 0.5 x 6	1.00		
	630-5505	Assembly, Light Pipe	4.90		
	630-5506	Case, Bottom, Data Modem 2400	17.00		
	815-5073	Case, Top, Data Modem 2400	11.00		
	815-5076	Volume Lever	2.00		
	ADJUSTMENTS				
	NONE				

DATA COMM

NETWORKING CARDS & CABLES

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
C	661-0325		ImageWriter II LocalTalk Option Card	$ 85.00	71.00	2
	661-0389	†	Workstation Card, Apple II		94.00	2
C	661-0414		EtherTalk Card	461.00	225.00	2
	661-0458	†	Coax/Twinax Adapter Card, Macintosh II		231.00	2
	661-0460	†	Token Talk NB Card, Macintosh II		308.00	2
D	661-0468		Modem, 2400, Portable, Internal, Domestic	296.00	252.00	2
C	661-0496		EtherTalk NB Card	461.00	225.00	2
	661-0517	†	Serial NB Card, Macintosh II		260.00	2
D	661-0619		Ethernet NB Card	338.00	288.00	2
D	661-0620	$	Card, NuBus, ISDN	998.00	789.00	2
D	661-0621		Apple Ethernet LC Card	119.00	102.00	2
D	661-91006		IEEE Card, Apple II	139.00	80.00	2
D	661-91095		SchoolBus Interface Card	136.00	93.00	2
	REPLACEMENT PARTS					
	076-0540		Self-Terminating Cable, 2-meter, Ethernet	18.00		1
	076-0541		Self-Terminating Cable, 5-meter, Ethernet	29.00		1
	076-0542		Self-Terminating Cable, Plenum, 13-meter, Ethernet	59.00		1
	334-4256		IC, 256K DRAM, Serial NB Card	35.00		2
	590-0690		Apple Hydra Cable (for Serial NuBus)	77.00		1
	590-0691		Apple V.35 Cable	113.00		1
	630-8503		Thin Coax Transceiver, Ethernet	105.00		1
	630-8504		Ethernet Twisted Pair Tranceiver	105.00		1
	630-8505		Ethernet AUI Adapter	105.00		1
	699-5877		Power Supply, ISDN Card	74.00		1
	OTHER PARTS					
	600-0190		EtherTalk Interface Card Accessory Pack	52.00		
	ADJUSTMENTS					
	NONE					

DATA COMM

† Service Stock for this module should be taken from your Finished Goods inventory. When you perform a repair, and send a defective module to Apple, you will be charged the Exchange price and receive a replacement card.

$ ***Apple will discount your initial Service Stock purchase by 20% if your order is received by January 15, 1992 (limit one of each module per Service location).***

LASERWRITER - LASERWRITER PLUS

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION			RC
	KITS				
	652-0593	LaserWriter Refurbishment Kit	$ 395.00		
	MODULES		**STOCK**	**EXCH**	
D	661-0266	Power Supply, High Voltage	159.00	119.00	3
C	661-0267	PCB, DC CONTROLLER	336.00	252.00	3
D	661-0268	PCB, DRIVER, 110 VAC	110.00	47.00	3
	661-0270	PCB, Laserwriter I/O (replaced by 661-0436)			3
D	661-0273	PCB, Power Supply/Motor Drive 110 VAC	235.00	176.00	3
D	661-0277	Laser Unit	200.00	144.00	3
D	661-0278	Scanner Unit, 300 DPI	476.00	300.00	3
D	661-0323	Power Supply, LaserWriter I/O PCB	172.00	129.00	3
	661-0324	PCB, Laserwriter Plus I/O (replaced by 661-0437)			3
C	661-0436	PCB, LaserWriter I/O	990.00	431.00	3
B	661-0437	PCB, LaserWriter Plus I/O	1225.00	416.00	3
A	661-0450	Fuser Assy, 115V	270.00	227.00	3
	REPLACEMENT PARTS				
	076-8126	Corona Wire, Set of 2	6.30		1
	076-8149	Res. Assy, 47 Ohm LaserWriter, 10 Pk	8.70		1
	107-0102	Thermistor, Fuser	30.00		1
	157-0050	Transformer, I/O PCB (110V)	83.00		1
	199-0005	Filter, Noise, 100/115VAC, 15A	64.00		1
	342-0081	IC, ROM, LaserWriter Rev 2, L0	40.00		3
	342-0082	IC, ROM, LaserWriter Rev 2, HO	40.00		3
	342-0083	IC, ROM, LaserWriter Rev 2, L1	40.00		3
	342-0084	IC, ROM, LaserWriter Rev 2, H1	40.00		3
	342-0085	IC, ROM, LaserWriter Rev 2, L2	40.00		3
	342-0086	IC, ROM, LaserWriter Rev 2, H2	40.00		3
	342-0087	IC, ROM, LaserWriter Rev 2, L3	40.00		3
	342-0088	IC, ROM, LaserWriter Rev 2, H3	40.00		3
	342-0089	IC, ROM, LaserWriter Plus, L0	47.00		3
	342-0090	IC, ROM, LaserWriter Plus, H0	47.00		3
	342-0091	IC, ROM, LaserWriter Plus, L1	47.00		3
	342-0092	IC, ROM, LaserWriter Plus, H1	47.00		3
	342-0093	IC, ROM, LaserWriter Plus, L2	47.00		3
	342-0094	IC, ROM, LaserWriter Plus, H2	47.00		3
	342-0095	IC, ROM, LaserWriter Plus, L3	47.00		3
	342-0096	IC, ROM, LaserWriter Plus, H3	47.00		3
	342-0097	IC, ROM, LaserWriter Plus,L4	47.00		3
	342-0098	IC, ROM, LaserWriter Plus,H4	47.00		3
	342-0099	IC, ROM, LaserWriter Plus,L5	47.00		3
	342-0100	IC, ROM, LaserWriter Plus,H5	47.00		3
	342-0101	IC, ROM, LaserWriter Plus,L6	47.00		3

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	REPLACEMENT PARTS (cont.)			
	342-0102	IC, ROM, LaserWriter Plus, H6	$ 47.00	3
	342-0103	IC, ROM, LaserWriter Plus,L7	47.00	3
	342-0104	IC, ROM, LaserWriter Plus,H7	47.00	3
	342-0359	IC, 1M ROM, LW Rev 47, L0	40.00	3
	342-0360	IC, 1M ROM, LW Rev 47,H0	40.00	3
	342-0361	IC, 1M ROM, LW Rev 47, L1	40.00	3
	342-0362	IC, 1M ROM, LW Rev 47, H1	40.00	3
	342-0363	IC, 1M ROM, LW Plus Rev 47, L0	40.00	3
	342-0364	IC, 1M ROM, LW Plus Rev 47, H0	40.00	3
	342-0365	IC, 1M ROM, LW Plus Rev 47, L1	40.00	3
	342-0366	IC, 1M ROM, LW Plus Rev 47, H1	40.00	3
	342-0367	IC, 1M ROM, LW Plus Rev 47,L2	40.00	3
	342-0368	IC, 1M ROM, LW Plus Rev 47, H2	40.00	3
	342-0369	IC, 1M ROM, LW Plus Rev 47, L3	40.00	3
	342-0370	IC, 1M ROM, LW Plus Rev 47, H3	40.00	3
	342-0371	IC, 512K ROM, LW Plus Rev 47, L0	47.00	3
	342-0372	IC, 512K ROM, LW Plus Rev 47, H0	47.00	3
	342-0373	IC, 512K ROM, LW Plus Rev 47, L1	47.00	3
	342-0374	IC, 512K ROM, LW Plus Rev 47, H1	47.00	3
	342-0375	IC, 512K ROM, LW Plus Rev 47, L2	47.00	3
	342-0376	IC, 512K ROM, LW Plus Rev 47, H2	47.00	3
	342-0377	IC, 512K ROM, LW Plus Rev 47, L3	47.00	3
	342-0378	IC, 512K ROM, LW Plus Rev 47, H3	47.00	3
	342-0379	IC, 512K ROM, LW Plus Rev 47, L4	47.00	3
	342-0380	IC, 512K ROM, LW Plus Rev 47, H4	47.00	3
	342-0381	IC, 512K ROM, LW Plus Rev 47, L5	47.00	3
	342-0382	IC, 512K ROM, LW Plus Rev 47, H5	47.00	3
	342-0383	IC, 512K ROM, LW Plus Rev 47, L6	47.00	3
	342-0384	IC, 512K ROM, LW Plus Rev 47, H6	47.00	3
	342-0385	IC, 512K ROM, LW Plus Rev 47, L7	47.00	3
	342-0386	IC, 512K ROM, LW Plus Rev 47, H7	47.00	3
	342-0568	IC, 512K ROM, LW Rev 47, L0	40.00	3
	342-0569	IC, 512K ROM, LW Rev 47, H0	40.00	3
	342-0570	IC, 512K ROM, LW Rev 47, L1	40.00	3
	342-0571	IC, 512K ROM, LW Rev 47, H1	40.00	3
	342-0572	IC, 512K ROM, LW REV 47, L2	40.00	3
	342-0573	IC, 512K ROM, LW Rev 47, H2	40.00	3
	342-0574	IC, 512K ROM, LW Rev 47, L3	40.00	3
	342-0575	IC, 512K ROM, LW Rev 47, H3	40.00	3
	590-0283	Power Cord, 115 VAC, RT Angle, White	11.00	3
	590-0380	Power Cable, AC, 110V, Smoke	4.60	1
	699-0322	Manual Feed Assy, Laserwriter	9.30	3
	699-0323	Registration Shutter Assy, Laserwriter	51.00	3

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	REPLACEMENT PARTS (cont.)			
	699-0324	Pwr Interlock Assy, 110V, Laserwriter	$ 184.00	3
	705-0108	Switch, Micro, Toner Cassette	2.60	3
	705-0109	Switch, Micro, 115 VAC, 15A	4.00	3
	705-0110	Switch Rocker 250 VAC, 20A	17.00	3
	705-0123	Switch Rocker 250 VAC, 20A, Platinum	20.00	3
	720-0003	Sensor, Thermal Protector, Fuser	17.00	3
	720-0502	Fan, 110V, 60 Hz	55.00	3
	740-0102	Fuse, 3 Amp 3AG, 220V, Slow Blow	1.00	1
	740-0302	Fuse, 5A, 125V	1.25	3
	949-0221	Cassette, Pickup Assembly, White	84.00	3
	949-0222	Cassette, Pickup Assembly, Platinum	84.00	3
	970-1003	Lever, Release, White	3.10	3
	970-1004	Felt, Cleaning	7.70	1
	970-1005	Belt, Paper Separation	2.70	2
	970-1008	Cord, Fixing Assembly	13.50	3
	970-1009	Motor, Main Drive	94.00	3
	970-1011	Roller, Paper Pickup	2.50	3
	970-1012	Roller, Paper Feed	12.00	3
	970-1014	Sensor, Paper Out Detect	4.40	3
	970-1017	Roller, Feed, Transfer Assy	5.80	3
	970-1019	Roller Assembly, Separation/Feeder	9.00	3
	970-1020	PCB, Exposure, Preconditioner	48.00	3
	970-1021	Corona Assembly, Transfer	14.00	3
	970-1022	Roller, Upper, Fixing	33.00	3
	970-1024	Claw, Separation,Fuser	1.80	3
	970-1027	Heater, Fuser, 115V, 500W	23.00	3
	970-1031	Triac, AC16DIFR (115V)	11.00	3
	970-1032	Solenoid, Cassette, 24VDC	8.10	3
	970-1035	PCB, Varistor	10.00	3
	970-1037	Cover, Wire Termination, RH	2.70	3
	970-1038	Cover, Wire Termination, LH	2.70	3
	970-1040	Wire, Guide Nylon Roll	18.00	3
	970-1064	Cleaner, Felt, Corona Wire	3.70	1
	970-1067	Connector, High Voltage	9.70	3
	970-1104	Micro Switch Assy, Cassette	9.40	3
	970-1105	Mount, Cartridge Latch Roller	1.00	3
	970-1109	Panel Assy, Display	38.00	3
	970-1118	Photosensor, Paper Delivery	9.00	3
	970-1129	Rear Latch, Upper Unit	1.00	3
	970-1135	Roller, Cartridge Latch	1.00	3
	970-1139	Roller, Transfer Guide	1.30	3
	970-1147	Shutter, Laser Shielding	1.70	3
	970-1149	Transfer Guide, Assy	20.00	3

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	REPLACEMENT PARTS (cont.)			
	970-1187	Connector, Power Supply	$ 9.50	3
	970-1190	Cable, Power, DC Controller	3.20	3
	970-1192	Cable, Internal, Video I/F	25.00	3
	970-1193	Cable, I/O	85.00	3
	970-1194	Connector, I/O Assembly	68.00	3
	970-1273	Transformer, DC Power Supply (110V)	142.00	3
	970-1294	Lever Release, Platinum	3.80	3
	971-0037	Feeder Guide Assembly	11.00	3
	OTHER PARTS			
	076-0112	Bottle, Plastic 100 cc	1.60	
	076-8133	Screw Assembly Misc., LaserWriter	7.50	
	076-8135	Ring Set, Grip/E, Laserwriter	12.00	
	076-8136	Pin Set, Guide/Roll, Laserwriter	12.00	
	076-8137	Spring Set, Laserwriter	49.00	
	076-8138	Gear Set, Laserwriter	25.00	
	076-8139	Screw Set, Laserwriter	9.70	
	076-8167	Gear/Roller Set, Fuser	18.00	
	076-8168	Spring/Terminal Set, Fuser	39.00	
	467-5300	Screw, M4x.7x16, PN CRS Rec Stl Blk	1.00	
	467-5301	Screw, M4x.7x12, PN CRS Rec Stl Blk	1.00	
	511-1603	Socket IC, 16 PIN	1.20	
	602-0100	Corrugated Box/Foam Assy (Logic Board)	20.00	
	699-0305	Cassette, B5, Platinum	32.00	
	699-0326	Cassette, A4, Platinum	38.00	
	699-0347	Cassette, Legal, Platinum	48.00	
	699-0357	Cassette, Letter, Platinum	48.00	
	750-0102	Network, Dip, Shunt, 4 Wire	1.10	
	810-0608	Cover, Top, White	98.00	
	810-0610	Cover, Top, Platinum	98.00	
	826-0481	Label, Repair Log	1.00	
	860-0243	Washer, 6.1 I.D. x 12 O.D., Brass	1.00	
	949-0002	Cover, Bottom, LaserWriter, White	106.00	
	949-0052	Bracket, Cover Interlock	1.50	
	949-0087	Cover, Bottom, Laserwriter, Platinum	176.00	
	955-0001	Standoff, Shoulder, M12.6x3.95x13 Stl	2.10	
	958-0005	Ring, Snap, Fuser	1.50	
	970-1001	Filter, Ozone	36.00	
	970-1002	Bracket, Mtg, Micro Switch	1.00	
	970-1010	Gear, 24T, Main Motor	21.00	
	970-1023	Roller, Lower, Rubber, Fixing	39.00	
	970-1025	Guide, Delivery, Lower, Fuser	3.50	
	970-1028	Tray, Copy	4.30	

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	970-1029	Tray, Print Auxiliary (110V)	$ 5.40	
	970-1030	Tray, Manual Paper Feed	4.30	
	970-1036	Spring, Tension, Corona Wire	1.00	
	970-1041	Actuator, Cartridge Shield	1.00	
	970-1042	Arm, Cartridge Latch Roller	1.30	
	970-1043	Arm, Paper Out Detect	1.30	
	970-1047	Bracket, Fuser, RH	2.30	
	970-1049	Bracket, Mtg,. Thermo	1.20	
	970-1050	Bushing, Bronze, Fuser Roller	1.30	
	970-1051	Bushing, Delivery/Transfer	1.00	
	970-1052	Bushing, Fuser	1.00	
	970-1054	Bushing, Paper Feed Idler	2.30	
	970-1055	Bushing, Paper Feed Roller	1.00	
	970-1056	Bushing, Shutter	1.00	
	970-1058	Cam, Cartridge Shutter	1.20	
	970-1065	Clip, Cable, 3ns	1.00	
	970-1068	Cover, Upper Fuse	14.90	
	970-1069	Cover, Wire Harness	1.30	
	970-1071	Exposure Control Dial, White	1.50	
	970-1073	Drum, Clutch Driver	3.50	
	970-1089	Gear, 60T, Cassette Drive	51.00	
	970-1091	Guide, Delivery, Upper, Fuser	4.40	
	970-1093	Guide, Lower, Paper Feed	7.90	
	970-1095	Holder, Drum	3.00	
	970-1096	Holder, Paper Dlry Photosensor	1.00	
	970-1106	Mount, Paper Dlry Sensor	1.30	
	970-1107	Mount, Stud, Transfer Guide	1.00	
	970-1108	Nut, Hex, 6mm, Blk Stl Znc	1.00	
	970-1110	Panel, Left, White	36.00	
	970-1111	Panel, Rear, White	28.00	
	970-1112	Panel, Right, White	32.00	
	970-1113	Panel, Front, White	39.00	
	970-1114	Paper Guide, Lower, Fuser	3.00	
	970-1115	Paper Guide, Upper, Fuser	2.80	
	970-1125	Plate, Microswitch Mtg	1.40	
	970-1127	Plate, Paper Guide, Lower	2.70	
	970-1128	Plate, Stop, Cassette	1.30	
	970-1136	Roller, Delivery, Rubber	9.20	
	970-1141	Plate, Grounding	2.00	
	970-1142	Door, Cassette, White	21.00	
	970-1143	Cover, Power Intlk. Assy	5.90	
	970-1146	Shield, Reflector, Preconditioning	5.50	
	970-1148	Socket, Faston, 115V, 20-24 AWG	1.00	

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	970-1151	Spacer, Microswitch	$ 1.40	
	970-1165	Standoff, PCB, Nylon	1.00	
	970-1166	Stop, Rubber, Cassette	1.00	
	970-1170	Terminal, Grounding	1.00	
	970-1173	Terminal, SG	1.00	
	970-1182	Frame, Shield, Top	43.00	
	970-1183	Frame, Shield, Bottom	30.00	
	970-1267	Latch, Front	7.60	
	970-1269	Strap, Cassette Door	1.00	
	970-1271	Disc, Insulator, Drum Drive	1.50	
	970-1272	Plate, Manual Paper Feed	24.00	
	970-1274	Plate, Cassette/Roller Pick-Up	1.00	
	970-1295	Panel, Left, Platinum	36.00	
	970-1296	Panel, Rear, Platinum	28.00	
	970-1297	Panel, Right, Platinum	32.00	
	970-1298	Panel, Front, Platinum	39.00	
	970-1299	Door, Cassette, Platinum	16.80	
	970-1307	Paper Pick-up Guide, Platinum	7.90	
	970-1308	Exposure Control Dial, Platinum	1.50	
	970-1309	Bushing, Cover Mounting	1.00	
	970-1310	Bushing, Cassette Drive	1.00	
	970-1311	Strap, Cassette Door, Platinum	1.50	
	970-1312	Plate, Mounting Connector	4.30	
	ADJUSTMENTS			
	011-7051	Horizontal Skew, Vertical Skew, Laser power		2

LASERWRITER II

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION			RC
	KITS					
	076-0355		LaserWriter II Screw Kit	$ 19.00		
	652-0597		LaserWriter II Refurbishment Kit	472.00		
	MODULES			**STOCK**	**EXCH**	
D	661-0423		Laser/Scanner Unit	643.00	400.00	2
D	661-0424		DC Power Supply	321.00	228.00	2
C	661-0425		High Voltage Power Supply	226.00	160.00	2
A	661-0426		DC Controller Board	406.00	269.00	2
D	661-0427		Power Supply Block, 110V	226.00	160.00	2
D	661-0428		LaserWriter IISC Controller-I/O Board	499.00	175.00	2
B	661-0429		LaserWriter IINTX Controller-I/O Board	2284.00	619.00	2
A	661-0438		LaserWriter IINT Controller-I/O Board	1357.00	469.00	2
A	661-0440		Fuser Assembly, 110V	463.00	315.00	2
D	661-0441		SIMM, 256K, 120ns, 64 Pin(LWII)	49.00	41.00	2
	661-0442	I	DC Power Supply, 220V	No stocking	219.00	2
	661-0443	I	Power Supply, Block Assembly, 220V	No stocking	154.00	2
	661-0444	I	Fuser, 220/240V	No stocking	230.00	2
D	661-0445		SIMM, 1MB, 120ns, 64 Pin (LWII)	162.00	95.00	2
	661-0498	I	LaserWriter IINTX-J, Controller-I/O Bd., (Japan & Asian)	No stocking	743.00	3
	661-0500	I	HDA, 40M SCSI, Kanji Font (Japan)	No stocking	415.00	3
	661-1604	I	HDA, 40MB SCSI, Asian Font	No stocking	415.00	2
D	661-1605		LaserWriter II NTX Controller-I/O Board, (rev. 3.0)	2284.00	619.00	2
	REPLACEMENT PARTS					
	076-8126		Corona Wire, Set of 2	6.30		1
	341-0711		IC, ROM, LL0, LWII NTX	40.00		3
	341-0712		IC, ROM, HH0, LWII NTX	40.00		3
	341-0713		IC, ROM, LL1, LWII NTX	40.00		3
	341-0714		IC, ROM, HH1, LWII NTX	40.00		3
	341-0715		IC, ROM, LM0, LWII NTX	40.00		3
	341-0716		IC, ROM, HM0, LWII NTX	40.00		3
	341-0717		IC, ROM, LM1, LWII NTX	40.00		3
	341-0718		IC, ROM, HM1, LWII NTX	40.00		3
	342-0545		IC, ROM, L0, LW IINT	40.00		3
	342-0546		IC, ROM, H0, LW IINT	40.00		3
	342-0547		IC, ROM, L1, LW IINT	40.00		3
	342-0548		IC, ROM, H1, LW IINT	40.00		3
	342-0549		IC, ROM, L2, LW IINT	40.00		3
	342-0550		IC, ROM, H2, LW IINT	40.00		3
	342-0551		IC, ROM, L3, LW IINT	40.00		3
	342-0552		IC, ROM, H3, LW IINT	40.00		3
	342-0560		IC, ROM, LL0, LW IINTX	40.00		3

I International Part

PRINTERS

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
REPLACEMENT PARTS (cont.)				
	342-0561	IC, ROM, HH0, LW IINTX	$ 40.00	3
	342-0562	IC, ROM, LL1, LW IINTX	40.00	3
	342-0563	IC, ROM, HH1, LW IINTX	40.00	3
	342-0564	IC, ROM, LM0, LW IINTX	40.00	3
	342-0565	IC, ROM, HM0, LW IINTX	40.00	3
	342-0566	IC, ROM, LM1, LW IINTX	40.00	3
	342-0567	IC, ROM, HM1, LW IINTX	40.00	3
	590-0380	Power Cable, AC, 110V, Smoke	4.60	1
	740-0061	Fuse, Med Time Lag 3.154A, 250V	1.40	3
	925-0009	Thermosensor, 210°C, Fuser Assy	8.50	2
	936-0041	Cable, Status Panel	5.00	2
	936-0042	Cable, Optical Fiber	10.00	3
	936-0048	Cable, Laser Harness	41.00	3
	936-0100	Cable, PS Block - DC PS, LWII	10.00	1
	936-0101	Cable, DC Cont - HV PS, LWII	10.00	1
	936-0102	Cable, DC Cont - PS Block, LWII	5.00	1
	936-0103	Cable, DC Cont - Fuser, LWII	10.00	1
	938-0003	Heater, 115V, 620W	6.70	3
	941-0005	Fuse, 125V/6.3	1.20	3
	959-0021	Fan, Lower	104.00	2
	959-0022	Fan, Upper	55.00	2
	959-0023	Roller, Pickup	14.00	3
	971-0005	Status Panel	9.30	2
	971-0008	Connector Board	60.00	3
	971-0010	Pressure Assembly	15.00	3
	971-0014	Main Motor Assembly	145.00	3
	971-0015	Paper Feed Drive Assembly	18.00	3
	971-0017	Paper Feed Assembly	50.00	3
	971-0018	Feeder Assembly	33.00	3
	971-0019	Transfer Guide Assembly	80.00	3
	971-0025	Pre-Cond. Exp. Lamp Assembly	33.00	3
	971-0026	Transfer Corona Assembly	15.00	3
	971-0028	Distribution Board	102.00	3
OTHER PARTS				
	076-0269	LaserWriter II Spring Kit	32.00	
	076-8130	Bearing/Bushing, Type JP, (10pk)	8.00	
	076-8131	Bearing/Bushing, Type T, (10 pk)	10.00	
	076-8414	Claw, Separation, 5 PK	5.00	
	699-8030	Cassette, Letter	40.00	
	699-8031	Cassette, A4	51.00	
	699-8032	Cassette, Legal	40.00	
	699-8033	Cassette, B5	39.00	

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	699-8034	Cassette, Envelope	$ 40.00	
	826-0481	Label, Repair Log	1.00	
	931-0030	Screw, Capt. Shoulder, 3 x 0.5 mm, 10 Pk	1.40	
	935-0004	Lope, Guide	1.00	
	939-0023	Gear, 19T, Paper Pickup	1.80	
	939-0024	Gear, 57T, Paper Pickup	2.00	
	939-0025	Gear, 24T, Feeder Guide	1.00	
	939-0032	Gear, 32T, Fuser Assy	3.00	
	939-0033	Gear/Arm Assy, Fuser Idler	1.50	
	939-0034	Gear, 27T/18T, Fuser Assy	5.00	
	939-0035	Gear, 20T, Fuser Assy	1.00	
	947-0007	Roller, Upper Fuser Assy	26.70	
	948-0034	Cap, Roller, Fuser Assy	1.00	
	948-0035	Eliminator, Static	3.75	
	948-0132	Grounding Bracket	1.00	
	949-0003	Panel, Lower Right	16.00	
	949-0004	Panel, Upper Right	32.00	
	949-0142	Button, Release	1.40	
	949-0143	Cover, Heater	14.00	
	949-0144	Panel, Upper	71.00	
	949-0145	Tray, Main	30.00	
	949-0146	Tray, Auxiliary	6.60	
	949-0147	Tray, Copy	24.00	
	949-0148	Panel, Front Upper	22.00	
	949-0149	Plate Pin, Left, Fusing Assembly	2.00	
	949-0150	Plate Pin, Right Fusing Upper	2.00	
	949-0151	Rail, Right Guide	5.30	
	949-0152	Panel, Bottom	10.00	
	949-0153	Rail, Left Guide	2.00	
	949-0154	Cap, Bottom Panel	2.40	
	949-0158	Arm	1.30	
	949-0159	Hook, Left	1.50	
	949-0160	Hook, Right	1.50	
	949-0161	Guide, Hook Left	2.10	
	949-0162	Guide, Hook Right	2.40	
	949-0163	Lifter, Left	1.00	
	949-0164	Lifter, Right	1.00	
	949-0165	Guide, Auxiliary	2.00	
	949-0166	Arm, Paper Sensing	2.50	
	949-0167	Cover, Right	1.00	
	949-0168	Cover, Left	1.00	
	949-0182	Lever, Top Cover InterLock	1.00	
	949-0183	Cover	1.00	

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	949-0184	Arm, Pre-Cond. Lamp	$ 4.10	
	949-0185	Claw, Separation, Fuser Assembly (replaced by 076-8414)		
	949-0186	Lever, Delivery Sensing	3.30	
	949-0187	Cover, Power Supply	7.00	
	949-0203	Holder, Left Heater Terminator	2.70	
	949-0204	Holder, Right Heater Terminator	2.90	
	949-0218	Panel, Rear	32.00	
	949-0219	Panel, Front	10.00	
	949-0231	Cassette Stop, Right	2.00	
	949-0232	Cassette Stop, Left	1.00	
	949-0240	Guide, Paper Fuse	4.00	
	949-0247	Block, Main Body	76.00	
	956-0010	Foot, Rubber	1.00	
	957-0038	Spring, Fuser Roller, Grounding	1.00	
	957-0041	Spring, Bail Roller Arm, 3 Pk	1.40	
	958-0007	Pad	1.00	
	959-0033	Bearing, Lower Fuser RLT	1.00	
	959-0034	Bearing, Upper Fuser RLT	1.00	
	961-0003	Filter, Ozone	13.00	
	961-0007	Filter, Ozone, For Case w/ Door	14.00	
	970-0046	Eliminator, Static Charge	10.00	
	970-0047	Brush Cleaner	2.70	
	970-0048	Pad, Separation	2.90	
	970-0049	Cleaner, Fixing Roller	18.00	
	970-1036	Spring, Tension, Corona Wire	1.00	
	970-1314	Lid, Fuser	12.00	
	971-0006	Paper Deflector	8.70	
	971-0007	Mirror, Assembly	31.00	
	971-0011	Hinge Assembly, Right	14.00	
	971-0012	Hinge Assembly, Left	18.00	
	971-0013	Gear Drive Assembly	35.00	
	971-0016	Shutter Assembly	16.00	
	971-0020	Delivery Assembly, Fuser	45.00	
	971-0021	Roller Delivery	14.00	
	971-0022	Delivery Coupler Assembly	10.00	
	971-0023	Delivery Assembly	45.00	
	971-0038	Filter Case, Ozone, w/ Door	21.00	
	983-0012	Latch, Magnetic Holder	2.20	
	984-0005	Roller, Lower, Fuser Assy	26.60	

ADJUSTMENTS

NONE

LASERWRITER IIf/IIg

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION			RC
	KITS					
	076-0355		LaserWriter II Screw Kit	$ 19.00		
	652-0597		LaserWriter II Refurbishment Kit	472.00		
	MODULES			**STOCK**	**EXCH**	
D	661-0423		Laser/Scanner Unit	643.00	400.00	2
D	661-0424		DC Power Supply	321.00	228.00	2
C	661-0425		High Voltage Power Supply	226.00	160.00	2
A	661-0426		DC Controller Board	406.00	269.00	2
D	661-0427		Power Supply Block, 110V	226.00	160.00	2
A	661-0440		Fuser Assembly, 110V	463.00	315.00	2
	661-0442	I	DC Power Supply, 220V	No stocking	219.00	2
	661-0443	I	Power Supply, Block Assembly, 220V	No stocking	154.00	2
	661-0444	I	Fuser, 220/240V	No stocking	230.00	2
D	661-0519		SIMM, 256K, 80ns	49.00	41.00	2
C	661-0520		SIMM, 1 MB, 80ns	162.00	95.00	2
A	661-0661	$	LaserWriter IIg Controller-I/O Board	1421.00	309.00	2
A	661-0662	$	LaserWriter IIf Controller-I/O Board	975.00	275.00	2
	REPLACEMENT PARTS					
	076-0860		IC, ROM, 512Kx8, 150ns, 32-pin, LL	40.60		2
	076-0861		IC, ROM, 512Kx8, 150ns, 32-pin, UM	40.60		2
	076-0862		IC, ROM, 512Kx8, 150ns, 32-pin, UM	40.60		2
	076-0863		IC, ROM, 512Kx8, 150ns, 32-pin, UU	40.60		2
	076-8126		Corona Wire, Set of 2	6.30		1
	590-0380		Power Cable, AC, 110V, Smoke	4.60		1
	740-0061		Fuse, Med Time Lag 3.154A, 250V	1.40		3
	925-0009		Thermosensor, 210°C, Fuser Assy	8.50		2
	936-0041		Cable, Status Panel	5.00		2
	936-0042		Cable, Optical Fiber	10.00		3
	936-0048		Cable, Laser Harness	41.00		3
	936-0100		Cable, PS Block - DC PS, LWII	10.00		1
	936-0101		Cable, DC Cont - HV PS, LWII	10.00		1
	936-0102		Cable, DC Cont - PS Block, LWII	5.00		1
	936-0103		Cable, DC Cont - Fuser, LWII	10.00		1
	938-0003		Heater, 115V, 620W	6.70		3
	941-0005		Fuse, 125V/6.3	1.20		3
	959-0021		Fan, Lower	104.00		2
	959-0022		Fan, Upper	55.00		2
	959-0023		Roller, Pickup	14.00		3
	971-0005		Status Panel	9.30		2

I International Part

$ ***Apple will discount your initial Service Stock purchase by 20% if your order is received by December 22, 1991 (limit one of each module per Service location).***

PRINTERS

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	REPLACEMENT PARTS (cont.)			
	971-0008	Connector Board	$ 60.00	3
	971-0010	Pressure Assembly	15.00	3
	971-0014	Main Motor Assembly	145.00	3
	971-0015	Paper Feed Drive Assembly	18.00	3
	971-0017	Paper Feed Assembly	50.00	3
	971-0018	Feeder Assembly	33.00	3
	971-0019	Transfer Guide Assembly	80.00	3
	971-0025	Pre-Cond. Exp. Lamp Assembly	33.00	3
	971-0026	Transfer Corona Assembly	15.00	3
	971-0028	Distribution Board	102.00	3
	OTHER PARTS			
	076-0269	LaserWriter II Spring Kit	32.00	
	076-0417	Bracket Assembly, LaserWriter IIg Controller-I/O Board	3.00	
	076-0418	Bracket Assembly, LaserWriter IIf Controller-I/O Board	3.00	
	076-8130	Bearing/Bushing, Type JP, (10pk)	8.00	
	076-8131	Bearing/Bushing, Type T, (10 pk)	10.00	
	076-8414	Claw, Separation, 5 PK	5.00	
	699-8030	Cassette, Letter	40.00	
	699-8031	Cassette, A4	51.00	
	699-8032	Cassette, Legal	40.00	
	699-8033	Cassette, B5	39.00	
	699-8034	Cassette, Envelope	40.00	
	826-0481	Label, Repair Log	1.00	
	931-0030	Screw, Capt. Shoulder, 3 x 0.5 mm, 10 Pk	1.40	
	935-0004	Lope, Guide	1.00	
	939-0023	Gear, 19T, Paper Pickup	1.80	
	939-0024	Gear, 57T, Paper Pickup	2.00	
	939-0025	Gear, 24T, Feeder Guide	1.00	
	939-0032	Gear, 32T, Fuser Assy	3.00	
	939-0033	Gear/Arm Assy, Fuser Idler	1.50	
	939-0034	Gear, 27T/18T, Fuser Assy	5.00	
	939-0035	Gear, 20T, Fuser Assy	1.00	
	947-0007	Roller, Upper Fuser Assy	26.70	
	948-0034	Cap, Roller, Fuser Assy	1.00	
	948-0035	Eliminator, Static	3.75	
	948-0132	Grounding Bracket	1.00	
	949-0003	Panel, Lower Right	16.00	
	949-0004	Panel, Upper Right	32.00	
	949-0142	Button, Release	1.40	
	949-0143	Cover, Heater	14.00	
	949-0144	Panel, Upper	71.00	
	949-0145	Tray, Main	30.00	

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	949-0146	Tray, Auxiliary	$ 6.60	
	949-0147	Tray, Copy	24.00	
	949-0148	Panel, Front Upper	22.00	
	949-0149	Plate Pin, Left, Fusing Assembly	2.00	
	949-0150	Plate Pin, Right Fusing Upper	2.00	
	949-0151	Rail, Right Guide	5.30	
	949-0152	Panel, Bottom	10.00	
	949-0153	Rail, Left Guide	2.00	
	949-0154	Cap, Bottom Panel	2.40	
	949-0158	Arm	1.30	
	949-0159	Hook, Left	1.50	
	949-0160	Hook, Right	1.50	
	949-0161	Guide, Hook Left	2.10	
	949-0162	Guide, Hook Right	2.40	
	949-0163	Lifter, Left	1.00	
	949-0164	Lifter, Right	1.00	
	949-0165	Guide, Auxiliary	2.00	
	949-0166	Arm, Paper Sensing	2.50	
	949-0167	Cover, Right	1.00	
	949-0168	Cover, Left	1.00	
	949-0182	Lever, Top Cover InterLock	1.00	
	949-0183	Cover	1.00	
	949-0184	Arm, Pre-Cond. Lamp	4.10	
	949-0185	Claw, Separation, Fuser Assembly (replaced by 076-8414)		
	949-0186	Lever, Delivery Sensing	3.30	
	949-0187	Cover, Power Supply	7.00	
	949-0203	Holder, Left Heater Terminator	2.70	
	949-0204	Holder, Right Heater Terminator	2.90	
	949-0218	Panel, Rear	32.00	
	949-0219	Panel, Front	10.00	
	949-0231	Cassette Stop, Right	2.00	
	949-0232	Cassette Stop, Left	1.00	
	949-0240	Guide, Paper Fuse	4.00	
	949-0247	Block, Main Body	76.00	
	956-0010	Foot, Rubber	1.00	
	957-0038	Spring, Fuser Roller, Grounding	1.00	
	957-0041	Spring, Bail Roller Arm, 3 Pk	1.40	
	958-0007	Pad	1.00	
	959-0033	Bearing, Lower Fuser RLT	1.00	
	959-0034	Bearing, Upper Fuser RLT	1.00	
	961-0003	Filter, Ozone	13.00	
	961-0007	Filter, Ozone, For Case w/ Door	14.00	
	970-0046	Eliminator, Static Charge	10.00	

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	970-0047	Brush Cleaner	$ 2.70	
	970-0048	Pad, Separation	2.90	
	970-0049	Cleaner, Fixing Roller	18.00	
	970-1036	Spring, Tension, Corona Wire	1.00	
	970-1314	Lid, Fuser	12.00	
	971-0006	Paper Deflector	8.70	
	971-0007	Mirror, Assembly	31.00	
	971-0011	Hinge Assembly, Right	14.00	
	971-0012	Hinge Assembly, Left	18.00	
	971-0013	Gear Drive Assembly	35.00	
	971-0016	Shutter Assembly	16.00	
	971-0020	Delivery Assembly, Fuser	45.00	
	971-0021	Roller Delivery	14.00	
	971-0022	Delivery Coupler Assembly	10.00	
	971-0023	Delivery Assembly	45.00	
	971-0038	Filter Case, Ozone, w/ Door	21.00	
	983-0012	Latch, Magnetic Holder	2.20	
	984-0005	Roller, Lower, Fuser Assy	26.60	

ADJUSTMENTS

NONE

APPLE PERSONAL LASERWRITER SC & NT

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
C	661-0402		SIMM, 256K, 120ns	$ 49.00	41.00	2
C	661-0520		SIMM, 1 MB, 80ns	162.00	95.00	2
D	661-0565		I/O Board NT, Personal LaserWriter	1190.00	210.00	2
D	661-0566		I/O Board SC, Personal LaserWriter	480.00	165.00	2
D	661-0567		DC Controller	190.00	160.00	2
D	661-0568		Fuser - (110/115V)	140.00	120.00	2
D	661-0569		Power Supply Unit (110/115V)	185.00	160.00	2
D	661-0570		ROM SIMMs, 1MB, NT, APL	130.00	110.00	2
D	661-0571		Laser Assembly	120.00	100.00	2
D	661-0572		Scanner Assembly	175.00	145.00	2
D	661-0573		High Voltage Power Supply	150.00	125.00	2
	661-0574	I	Power Supply Unit (220/240V)	No stocking	170.00	2
	661-0575	I	Fuser (220/240V)	No stocking	120.00	2
D	661-0602		ROM SIMMs, 256K, NT, APL	95.00	80.00	2
	REPLACEMENT PARTS					
	353-7816		Photo-Interrupter	3.00		1
	569-0047		Cable, Cassette Sensor	20.00		1
	569-0048		Cable, Optical Fiber	5.00		1
	569-0049		Cable, Fuser AC Connector	5.00		1
	569-0060		Cable, Thermistor	10.00		1
	590-0380		Power Cable, AC, 110V, Smoke	4.60		1
	705-1025		Switch, Rocker	10.00		1
	720-0513		Fan	38.00		1
	870-0103		Roller, Transfer	14.00		1
	890-0426		Motor, Stepping DC	60.00		1
	890-0427		Heater, Halogen 110/115V	20.00		1
	890-0428		Heater, Halogen 220/240V	25.00		1
	890-0606		Assy, Cable, Pick-up	5.00		1
	890-0608		Drive Assembly	15.00		1
	890-8604		Cable, Bottom Assembly	12.00		1
	890-8605		Cable, Assembly, Multi-Purpose	35.00		1
	890-8608		Assembly, High Voltage Contact	15.00		1
	949-0276		Face-up Cover Assembly	15.00		1
	949-0282		Status Panel	9.00		1
	971-0042		Transfer Guide Assembly	35.00		1
	971-0043		Face-Down Delivery Assembly	35.00		1
	971-0044		Feeder Assembly	33.00		1
	971-0045		Pick-up Roller Assembly	30.00		1

I International Part

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	REPLACEMENT PARTS (cont.)			
	971-0046	Rod Assembly	$ 6.00	1
	971-0047	Roller, Face-Up Passive Delivery	1.00	1
	971-0049	Face-up Delivery Drive Assembly	5.00	1
	982-0035	Cassette Feeder PCB Assembly	12.00	1
	982-0039	Density Adjusting PCB Assembly	20.00	1
	982-0045	Fuser PCB Assembly	5.00	1
	982-0048	Interconnect PCB	60.00	1
	OTHER PARTS			
	076-8379	Dowel and Ring Kit	13.00	
	076-8382	Screw Kit	30.00	
	076-8392	Spring Kit	35.00	
	076-8410	LW Bracket Hardware Kit	4.00	
	640-5020	Bracket, I/O Board, APL SC	20.00	
	640-5022	Bracket, I/O Board, APL NT	20.00	
	640-8002	Letter, Cassette	47.00	
	640-8003	Legal, Cassette	47.00	
	640-8005	Envelope, Cassette	53.00	
	640-8006	A4, Cassette	47.00	
	640-8007	B5, Cassette	47.00	
	815-1193	Guide, Feed Roller	1.00	
	815-1197	Collar, Retaining	2.00	
	815-1198	Arm, Paper Sensing	1.00	
	815-1201	Lever, Delivery Sensor	1.00	
	815-1202	Lever, H.V. Contact	1.00	
	815-1203	Lever, Shutter	1.00	
	815-1204	Lever, Feeder Assembly	1.00	
	815-1206	Cover, Cord	1.00	
	815-1207	Cover, Cord, Front	1.00	
	815-1209	Lever, Paper Sensor	1.00	
	815-1210	Support DC Controller	1.00	
	830-0262	Clip, Cable A	1.00	
	830-0263	Clip, Cable B	1.00	
	860-0295	Pad, Separation	15.00	
	860-0296	Bushing, Pickup	1.00	
	860-0297	Bushing, Feeder Assembly	1.00	
	860-0298	Bushing, Feeder	1.00	
	870-0044	Spring, Cassette Leaf	2.00	
	870-0093	Roller, Cassette	1.00	
	870-0094	Shaft, Cassette Pick-up Roller	10.00	
	870-0095	Slider, Print Density	1.00	
	870-0096	Roller, Pick-up	5.00	
	870-0097	Shaft, Cassette Feeder Roller	10.00	

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	870-0098	Roller, Fuser Lower	$ 25.00	
	870-0099	Roller, Fuser Upper	25.00	
	870-0100	Roller, Pickup	5.00	
	870-0101	Roller, Cassette Pick-up	5.00	
	870-0102	Roller, Envelope Cassette	2.00	
	870-0104	Roller, Passive Delivery	2.00	
	875-0084	Ring, Paper Pickup	6.00	
	875-0085	Ring, Ratchet B	1.00	
	875-0086	Ring, Ratchet A	1.00	
	880-0044	Gear 34T, Cassette	3.00	
	880-0045	Gear 39T, Cassette	3.00	
	880-0046	Gear 37T, Cassette	3.00	
	880-0047	Gear 33T/19T, Cassette	1.00	
	880-0048	Gear 17T, Cassette	1.00	
	880-0049	Gear 20T, Front Cover	1.00	
	880-0050	Gear 30T, Front Cover	1.00	
	880-0051	Gear 27T, Transfer Roller	1.00	
	880-0052	Gear 30T, Feeder	1.00	
	890-0193	Plate, Inner Cvr. Ground, Right	1.00	
	890-0194	Plate, Inner Cvr. Ground, Left	1.00	
	890-0423	Block, Fiber Holder	1.00	
	890-0424	Mount, Rod	1.00	
	890-0607	Assembly, Transfer Roller Mount	2.00	
	890-0609	Drum Drive Assembly	20.00	
	890-1196	Plate, Nut Right	1.00	
	890-1199	Plate, Nut Left	1.00	
	890-1200	Plate Mounting, Sensor	1.00	
	890-1205	Plate, Ground C	1.00	
	890-1208	Plate, Ground B	2.00	
	890-8603	Assembly, Transfer Roller Mount	3.00	
	931-0030	Screw, Capt. Shoulder, 3 x 0.5 mm, 10 Pk	1.40	
	948-0138	Mounting Plate, DC Contr. PCB	7.00	
	948-0139	Plate, End	5.00	
	948-0141	Plate, H.V. Ground	1.00	
	948-0145	Eliminator, Static, Fuser	2.00	
	949-0259	Cover, High Voltage	3.00	
	949-0260	Guide, Fuser Entrance	3.00	
	949-0261	Stackability Guide	10.00	
	949-0265	Lock, Tray Left	1.00	
	949-0266	Lock, Tray Right	1.00	
	949-0267	Upper I/O Shield	15.00	
	949-0268	Lower I/O Shield	15.00	
	949-0269	Holder, LED	1.00	

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	949-0270	Pivot, Door	$ 1.00	
	949-0271	DC Controller Interconnect Mount	1.00	
	949-0272	Plate, End (B)	5.00	
	949-0273	Plate, Paper Support	5.00	
	949-0274	Cover, Cassette Stop	5.00	
	949-0275	Arm, Paper Pick-up	1.00	
	949-0277	Arm, Sensing	1.00	
	949-0278	Lever, Release	1.00	
	949-0279	Multi-Purpose Tray Assembly	35.00	
	949-0280	Cover, Rear	15.00	
	949-0281	Cover, Left	20.00	
	949-0283	Cover, Top	40.00	
	949-0284	Cover, Bottom Left	15.00	
	949-0285	Cover, Bottom Right	10.00	
	949-0286	Inner Cover	15.00	
	949-0287	Face-up Tray (C)	15.00	
	949-0288	Face-up Tray (B)	15.00	
	949-0289	Face-up Tray (A)	15.00	
	949-0290	Face-up Tray Support Right	7.00	
	949-0291	Face-up Tray Support Left	7.00	
	949-0292	Rail, I/O Board	20.00	
	949-0293	Cover, Front	45.00	
	949-0294	Cover, LED	10.00	
	949-0295	Door, Front Access	50.00	
	949-0296	Plate, Paper Guide	10.00	
	949-0299	Cap, Access Door	1.00	
	949-0300	Latch, Face-up Tray	1.00	
	956-0022	Foot, Rubber	1.00	
	959-0045	Holder, Face-Up Passive Delivery	1.00	
	971-0039	Roller Paper Feed	3.00	
	971-0040	Cover, Scanner Assembly	10.00	
	971-0041	Lens Assembly	120.00	
	971-0048	Deflector	9.00	

ADJUSTMENTS

NONE

APPLE PERSONAL LASERWRITER LS

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
D	661-0568		Fuser - (110/115V)	$ 140.00	120.00	2
D	661-0571		Laser Assembly	120.00	100.00	2
D	661-0572		Scanner Assembly	175.00	145.00	2
D	661-0573		High Voltage Power Supply	150.00	125.00	2
	661-0575	I	Fuser (220/240V)	No stocking	120.00	2
C	661-0631		PCB, Serial I/O Board	227.00	193.00	2
D	661-0636		Power Supply, 100/115V, PLW LS	220.00	210.00	2
D	661-0637		Power Supply, 220/240V, PLW LS	220.00	210.00	2
C	661-0650		PCB, Personal LaserWriter LS DC Controller	151.00	128.00	2
	REPLACEMENT PARTS					
	333-0129		IC, DRAM, DIP, 256 Kb 120 ns (replaced by 334-0114)			2
	334-0114		IC, DRAM, 256Kx4, 80ns, Personal LW LS	38.50		2
	353-7816		Photo-Interrupter	3.00		1
	569-0047		Cable, Cassette Sensor	20.00		1
	569-0048		Cable, Optical Fiber	5.00		1
	569-0049		Cable, Fuser AC Connector	5.00		1
	569-0060		Cable, Thermistor	10.00		1
	590-0380		Power Cable, AC, 110V, Smoke	4.60		1
	705-1025		Switch, Rocker	10.00		1
	720-0513		Fan	38.00		1
	870-0103		Roller, Transfer	14.00		1
	890-0426		Motor, Stepping DC	60.00		1
	890-0427		Heater, Halogen 110/115V	20.00		1
	890-0428		Heater, Halogen 220/240V	25.00		1
	890-0606		Assy, Cable, Pick-up	5.00		1
	890-0608		Drive Assembly	15.00		1
	890-8604		Cable, Bottom Assembly	12.00		1
	890-8605		Cable, Assembly, Multi-Purpose	35.00		1
	890-8608		Assembly, High Voltage Contact	15.00		1
	949-0276		Face-up Cover Assembly	15.00		1
	949-0282		Status Panel	9.00		1
	971-0042		Transfer Guide Assembly	35.00		1
	971-0043		Face-Down Delivery Assembly	35.00		1
	971-0044		Feeder Assembly	33.00		1
	971-0045		Pick-up Roller Assembly	30.00		1
	971-0046		Rod Assembly	6.00		1

I International Part

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	REPLACEMENT PARTS (cont.)			
	971-0047	Roller, Face-Up Passive Delivery	$ 1.00	1
	971-0049	Face-up Delivery Drive Assembly	5.00	1
	982-0035	Cassette Feeder PCB Assembly	12.00	1
	982-0039	Density Adjusting PCB Assembly	20.00	1
	982-0045	Fuser PCB Assembly	5.00	1
	OTHER PARTS			
	076-8379	Dowel and Ring Kit	13.00	
	076-8382	Screw Kit	30.00	
	076-8392	Spring Kit	35.00	
	640-8002	Letter, Cassette	47.00	
	640-8003	Legal, Cassette	47.00	
	640-8005	Envelope, Cassette	53.00	
	640-8006	A4, Cassette	47.00	
	640-8007	B5, Cassette	47.00	
	815-1193	Guide, Feed Roller	1.00	
	815-1197	Collar, Retaining	2.00	
	815-1198	Arm, Paper Sensing	1.00	
	815-1201	Lever, Delivery Sensor	1.00	
	815-1202	Lever, H.V. Contact	1.00	
	815-1203	Lever, Shutter	1.00	
	815-1204	Lever, Feeder Assembly	1.00	
	815-1206	Cover, Cord	1.00	
	815-1207	Cover, Cord, Front	1.00	
	815-1209	Lever, Paper Sensor	1.00	
	815-1210	Support DC Controller	1.00	
	830-0262	Clip, Cable A	1.00	
	830-0263	Clip, Cable B	1.00	
	860-0295	Pad, Separation	15.00	
	860-0296	Bushing, Pickup	1.00	
	860-0297	Bushing, Feeder Assembly	1.00	
	860-0298	Bushing, Feeder	1.00	
	870-0044	Spring, Cassette Leaf	2.00	
	870-0093	Roller, Cassette	1.00	
	870-0094	Shaft, Cassette Pick-up Roller	10.00	
	870-0095	Slider, Print Density	1.00	
	870-0096	Roller, Pick-up	5.00	
	870-0097	Shaft, Cassette Feeder Roller	10.00	
	870-0098	Roller, Fuser Lower	25.00	
	870-0099	Roller, Fuser Upper	25.00	
	870-0100	Roller, Pickup	5.00	

APPLE PERSONAL LASERWRITER LS

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	870-0101	Roller, Cassette Pick-up	$ 5.00	
	870-0102	Roller, Envelope Cassette	2.00	
	870-0104	Roller, Passive Delivery	2.00	
	875-0084	Ring, Paper Pickup	6.00	
	875-0085	Ring, Ratchet B	1.00	
	875-0086	Ring, Ratchet A	1.00	
	880-0044	Gear 34T, Cassette	3.00	
	880-0045	Gear 39T, Cassette	3.00	
	880-0046	Gear 37T, Cassette	3.00	
	880-0047	Gear 33T/19T, Cassette	1.00	
	880-0048	Gear 17T, Cassette	1.00	
	880-0049	Gear 20T, Front Cover	1.00	
	880-0050	Gear 30T, Front Cover	1.00	
	880-0051	Gear 27T, Transfer Roller	1.00	
	880-0052	Gear 30T, Feeder	1.00	
	890-0193	Plate, Inner Cvr. Ground, Right	1.00	
	890-0194	Plate, Inner Cvr. Ground, Left	1.00	
	890-0423	Block, Fiber Holder	1.00	
	890-0424	Mount, Rod	1.00	
	890-0607	Assembly, Transfer Roller Mount	2.00	
	890-0609	Drum Drive Assembly	20.00	
	890-1196	Plate, Nut Right	1.00	
	890-1199	Plate, Nut Left	1.00	
	890-1200	Plate Mounting, Sensor	1.00	
	890-1205	Plate, Ground C	1.00	
	890-1208	Plate, Ground B	2.00	
	890-8603	Assembly, Transfer Roller Mount	3.00	
	931-0030	Screw, Capt. Shoulder, 3 x 0.5 mm, 10 Pk	1.40	
	948-0138	Mounting Plate, DC Contr. PCB	7.00	
	948-0139	Plate, End	5.00	
	948-0141	Plate, H.V. Ground	1.00	
	948-0145	Eliminator, Static, Fuser	2.00	
	949-0259	Cover, High Voltage	3.00	
	949-0260	Guide, Fuser Entrance	3.00	
	949-0265	Lock, Tray Left	1.00	
	949-0266	Lock, Tray Right	1.00	
	949-0269	Holder, LED	1.00	
	949-0270	Pivot, Door	1.00	
	949-0271	DC Controller Interconnect Mount	1.00	
	949-0274	Cover, Cassette Stop	5.00	
	949-0275	Arm, Paper Pick-up	1.00	

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
OTHER PARTS (cont.)				
	949-0277	Arm, Sensing	$ 1.00	
	949-0278	Lever, Release	1.00	
	949-0279	Multi-Purpose Tray Assembly, 50 sheet	35.00	
	949-0280	Cover, Rear	15.00	
	949-0281	Cover, Left	20.00	
	949-0283	Cover, Top	40.00	
	949-0284	Cover, Bottom Left	15.00	
	949-0285	Cover, Bottom Right	10.00	
	949-0286	Inner Cover	15.00	
	949-0287	Face-up Tray (C)	15.00	
	949-0288	Face-up Tray (B)	15.00	
	949-0289	Face-up Tray (A)	15.00	
	949-0290	Face-up Tray Support Right	7.00	
	949-0291	Face-up Tray Support Left	7.00	
	949-0293	Cover, Front	45.00	
	949-0294	Cover, LED	10.00	
	949-0295	Door, Front Access	50.00	
	949-0296	Plate, Paper Guide	10.00	
	949-0299	Cap, Access Door	1.00	
	949-0300	Latch, Face-up Tray	1.00	
	949-0313	Cover, Bottom, Platinum	22.00	
	949-0314	Bracket, I/O Board, LS	2.50	
	949-0326	Shield, I/O Board, PLW LS	5.00	
	949-0328	Plate, Stack-end, PLW LS	5.00	
	949-0332	Paper Support Plate	10.00	
	949-0341	Multi-Purpose Tray Assembly, 70 sheet	40.00	
	956-0022	Foot, Rubber	1.00	
	959-0045	Holder, Face-Up Passive Delivery	1.00	
	971-0039	Roller Paper Feed	3.00	
	971-0040	Cover, Scanner Assembly	10.00	
	971-0041	Lens Assembly	120.00	
	971-0048	Deflector	9.00	

ADJUSTMENTS

NONE

DAISY WHEEL PRINTER

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-75087	DWP Main Logic Card	$ 803.00	275.00	2
D	661-75088	DWP Power Supply 115V	320.00	186.00	2
D	661-75089	DWP Carriage Assembly	737.00	265.00	2
D	661-75090	DWP Carriage Drive Motor Assembly	229.00	172.00	2
	REPLACEMENT PARTS				
	341-0173	IC, 2764 8K X 8 EPROM (1.7), U43	54.00		1
	341-0174	IC, 2764 8K X 8 EPROM (1.7), U44	60.00		1
	590-0191	Cable, Printer Interface AIIc	25.00		1
	699-0099	Armature, Hammer Assembly	105.00		1
	699-0101	Platen Assembly	188.00		1
	699-0102	Resistor Assembly, Hammer	11.00		1
	699-0104	Stepper Motor, Paper Feed	150.00		1
	740-0030	Fuse, Pico 2 Amp	1.60		1
	740-0031	Fuse, Pico 4 Amp	2.10		1
	740-0032	Fuse, Pico 5 Amp	2.10		1
	740-0102	Fuse, 3 Amp 3AG, 220V, Slow Blow	1.00		1
	740-0103	Fuse, 5 Amp, 3AG (110V)	1.50		1
	970-0001	Belt, Carriage Drive	32.00		1
	970-0002	Platen Knob	11.00		1
	970-0003	Hammer Assembly, Complete	51.00		1
	970-0004	Felt Wiper, Carriage	1.00		1
	970-0005	Pulley, Idler Assembly	21.00		1
	970-0010	Switch, AC Line	19.00		1
	970-0014	Shaft, Front Feed Roller	21.00		1
	970-0015	Shaft, Rear Feed Roller	27.00		1
	970-0016	Gear, Platen	15.00		1
	970-0017	Gear, Platen Idler	12.00		1
	970-0021	Photon Module (End of Ribbon)	20.00		1
	970-0022	Latch, Print Wheel Motor	60.00		1
	970-0031	Shaft, Paper Bail	31.00		1
	970-0032	Latch, Ribbon	2.50		1
	970-0033	Pulley Assembly, Ribbon Rewind	22.00		1
	970-0034	Stepper Motor, Ribbon Feed	12.00		1
	970-0037	Switch, Cover Interlock	17.00		1
	970-0038	Fan Assembly, Mini-Intake	94.00		1
	970-0076	Drive Gear, Ribbon Clutch	41.00		1
	970-0079	Drive Belt, Ribbon Rewind	6.30		1
	970-0580	P.C.B., Front Panel Indicator	80.00		1
	970-0581	Cable Assembly, Front Panel	70.00		1

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	REPLACEMENT PARTS (cont.)			
	970-0582	Dip Switch, Rocker Type	$ 20.00	1
	970-0602	Gear, Tractor Drive	22.00	1
	970-0604	Adapter, Platen Knob	12.00	1
	970-0608	Cradle Assembly	19.00	1
	970-0617	Pulley, Timing (Ribbon)	18.00	1
	970-0621	Capacitor, Carriage Motor	6.80	1
	970-0722	Yoke, Bearing	1.00	1
	OTHER PARTS			
	699-0103	Shield Assembly, Ribbon	40.00	
	699-0106	Panel Assembly, Access	89.00	
	970-0013	Bumper, Hammer Armature	5.00	
	970-0018	Spring, Extension (Printwheel Motor Latch)	1.20	
	970-0019	Roller, Paper Bail (Rubber)	6.70	
	970-0020	Spring Extension (Cradle)	1.00	
	970-0023	Spring, Extension (Feed Roller)	1.00	
	970-0024	Spring, Extension (Ribbon Latch)	1.80	
	970-0025	Lever Arm, Feed Roller Release	7.50	
	970-0026	Lever Arm, Impression Control	7.50	
	970-0027	Bracket, Pulley Adjust	6.00	
	970-0028	Shaft, Pulley Assembly	6.00	
	970-0029	Washer, Thrust	1.00	
	970-0030	Bearing, Spherical	7.00	
	970-0035	Needle Roll	1.00	
	970-0036	Shock Mount	8.00	
	970-0040	Lever, Paper Bail, Left	4.50	
	970-0041	Lever, Paper Bail, Right	4.50	
	970-0042	Cover, Bottom	325.00	
	970-0043	Cover, Top	141.00	
	970-0044	Door, Tractor Cover Left	23.00	
	970-0045	Door, Tractor Cover Right	23.00	
	970-0085	Nut, #8 Hex Lock	1.00	
	970-0603	Spring, Compression, Platen Clutch	1.00	
	970-0606	Spring, Extension (Impression Controller Lever)	5.00	
	970-0607	Grip Ring	1.00	
	970-0610	Cam Feed Roller	5.70	
	970-0612	Cleat, Belt	3.30	
	970-0613	Nut Plate, Hammer	6.00	
	970-0614	Screw 4-40 x 5/16 SEMS	1.00	
	970-0615	Drive Key, Ribbon Drive	1.80	
	970-0616	Spring, Compression (Ribbon Drive Key)	1.00	
	970-0618	Fastener, Grommet (PCB)	1.80	
	970-0619	Fastener, Plunger (PCB)	1.50	

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	970-0622	Spring, Extension (Paper Bail)	$ 1.00	
	970-0623	Screw, 3-48 X .625	1.00	
	970-0624	Screw, Plastic (Covers)	1.00	
	970-0625	Screw, 6-32 X .562	1.20	
	970-0626	Bracket, Ribbon Plate	4.50	
	970-0627	Plate, Ribbon Plate Lock	1.00	
	970-0628	Washer #6	1.00	
	970-0979	Roll Pin, .062	1.00	
	ADJUSTMENTS			
	011-7001	Print Quality Adjustments: Platen Height Hammer Penetration Platen Depth Rear Bumper Hammer Angle Front Bumper Ribbon Plate		2
	011-7002	Belt Tension Adjustment		1

PRINTERS

DAISY WHEEL PRINTER, FORMS TRACTOR

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-94513	DWP Forms Tractor	$ 209.00	148.00	1
	REPLACEMENT PARTS				
	699-0123	Tractor Assembly, R.H.	80.00		1
	699-0124	Tractor Assembly, L.H.	80.00		1
	699-0125	Switch, Braket, Assembly	80.00		1
	970-0512	Plate, Ratchet	2.70		1
	970-0514	Gear, Idler	1.80		1
	970-0515	Gear, Pulley	2.10		1
	970-0537	Timing Belt	6.60		1
	OTHER PARTS				
	699-0122	Side Plate Assy, R.H.	25.00		
	970-0500	Rack, Adjust	3.00		
	970-0501	Collar	6.00		
	970-0502	Pinion, Adjust	2.10		
	970-0503	Stud, Adjusting (Foot)	2.10		
	970-0509	Pawl, Ratchet	2.40		
	970-0510	Arm, Tension	4.80		
	970-0511	Shoulder, Pulley	3.60		
	970-0513	Lever, Adjust	2.10		
	970-0516	Pulley, 30 Groove	13.00		
	970-0517	Spring, Extension	1.00		
	970-0519	Spring, Extension	1.00		
	970-0524	E-Ring, 5133-37	1.00		
	970-0525	Screw, #6-32 x 1/8 Splined	1.00		
	970-0526	Screw, #8-32 x 1/8 Splined	1.00		
	970-0534	Washer, Thrust	1.00		
	970-0538	Washer, Thrust	1.80		
	970-0548	Cover, R.H.	16.00		
	970-0551	Cover, L.H.	16.00		
	970-0562	Screw, #8-32 x 1/2 SEMS	1.00		
	ADJUSTMENTS				
	NONE				

DAISY WHEEL PRINTER, CUT SHEET FEEDER

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION			RC
	KITS				
	NONE				
	MODULES		**STOCK**	**EXCH**	
D	661-75519	DWP Cut Sheet Feeder	$ 500.00	124.00	1
	REPLACEMENT PARTS				
	341-0173	IC, 2764 8K X 8 EPROM (1.7), U43	54.00		1
	341-0174	IC, 2764 8K X 8 EPROM (1.7), U44	60.00		1
	970-0668	Belt, Timing	9.00		1
	970-0671	Insulator, OOP Switch	1.20		1
	970-0673	Hopper, R.H.	15.00		1
	970-0674	Hopper, L.H.	15.00		1
	970-0677	Corner Separator, R.H.	9.00		1
	970-0678	Corner Separator, L.H.	9.00		1
	970-0684	OOP/Jam Switch Assembly	69.00		1
	970-0685	Gear, Platen	9.00		1
	970-0686	Gear, Idler	9.00		1
	970-0691	Square Shaft Assembly	80.00		1
	970-0692	Ejection Roller Assembly	4.20		1
	970-0703	Paper Guide Assembly	100.00		1
	OTHER PARTS				
	970-0503	Stud, Adjusting (Foot)	2.10		
	970-0654	Spring	1.20		
	970-0655	Spring	1.80		
	970-0656	Spring, Extension	4.20		
	970-0657	Screw, #2-56 x .437	1.00		
	970-0659	E-Ring, Retainer	1.00		
	970-0660	E-Ring, Retainer	1.00		
	970-0661	E-Ring, Retainer	1.00		
	970-0662	Grip Ring, Retainer	1.00		
	970-0663	Ball Bearing	15.00		
	970-0664	Lockwasher, Int. Tooth	1.00		
	970-0665	Clutch Assembly, Roller	27.00		
	970-0666	Stud, #8-32 Self-Clinch	1.00		
	970-0667	Cable Clamp, Steel	1.00		
	970-0669	Fastener, #8-18	2.00		
	970-0670	Screw, #4-40 x .187	1.00		
	970-0672	Screw, #6-32 x 5/15 Flat Hd	1.00		
	970-0675	Pressure Plate Latch, R.H.	9.00		
	970-0676	Pressure Plate Latch, L.H.	7.20		
	970-0679	Cork	1.80		
	970-0680	Cover, R. H. (Beige)	33.00		

DAISY WHEEL PRINTER, CUT SHEET FEEDER

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
OTHER PARTS (cont.)				
	970-0681	Cover, L. H. (Beige)	$ 33.00	
	970-0682	Thumb Knob	7.50	
	970-0683	Stand-Off	1.00	
	970-0687	Cluster, Gear/Pulley	9.50	
	970-0688	Pulley	6.60	
	970-0689	Cam	15.00	
	970-0690	Clutch Housing	6.90	
	970-0693	Pick-Up Roller Assembly	10.00	
	970-0694	Spring, Compression	19.00	
	970-0695	Roller, Gear	12.00	
	970-0696	Stand-Off	4.20	
	970-0697	Pinch Roller Assembly	57.00	
	970-0698	Wire Guide	51.00	
	970-0699	Stacker	94.00	
	970-0702	Stud, Pinch Roller	5.40	
	970-0704	Nut Plate	20.00	
	970-0705	Nut, Modified	1.00	
	970-0706	Spring, Hopper	9.00	

ADJUSTMENTS

NONE

DOT MATRIX PRINTER

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION			RC
	KITS				
	NONE				
	MODULES		**STOCK**	**EXCH**	
B	661-0315	Print Head	$ 122.00	104.00	2
D	661-75091	DMP CPU Card	534.00	166.00	2
	REPLACEMENT PARTS				
	590-0036	External Parallel Printer Cable (DB-20/DB-36)	42.00		1
	590-0042	External Parallel Printer Cable (DB-25)	29.00		1
	699-0093	Carriage Drive Motor, Complete	88.00		1
	699-0095	Transformer/Switch Assy	68.00		1
	699-0113	Connector Assy, Head	16.00		1
	699-0120	Transistor Assy, Carrier Drive	14.00		1
	740-0021	Fuse, 3.15, Amp 250V, Fast Blow	2.50		1
	740-0022	Fuse, 5 Amp 250V	1.50		1
	740-0101	Fuse, 2 AMP 250V	1.00		1
	970-0007	PCB Front Panel w/harness	37.00		1
	970-0009	Lever, Paper Release	2.25		1
	970-0011	Switch, AC Line (115V)	3.80		1
	970-0051	Gear, Idler, Tractor	1.00		1
	970-0052	Gear, Idler, Platen	1.00		1
	970-0053	Pulley, Motor	1.80		1
	970-0057	Gear, Tractor Feed	1.00		1
	970-0060	Gear, Ribbon Drive	1.00		1
	970-0061	Gear, Ratchet A	1.00		1
	970-0062	Gear, Ratchet B	1.00		1
	970-0065	Gear, Change Arm	9.00		1
	970-0068	Platen Core, Rubber	36.00		1
	970-0069	Gear, Platen	1.30		1
	970-0072	Filter, Noise, 110V	19.00		1
	970-0080	Wire, Carrier	8.30		1
	970-0082	Transistor Assy, 5V	3.50		1
	970-0631	Sprocket, Left	7.40		1
	970-0632	Sprocket, Right	6.00		1
	970-0851	Motor, Paper Feed	71.00		1
	OTHER PARTS				
	076-0244	Carrier Frame, Assy	45.00		
	725-0006	Insulator, Silicon Rubber	1.00		
	860-0034	Washer, Shoulder Nylon	1.00		
	970-0008	Knob, Platen	1.00		
	970-0054	Spring, Paper Bail	1.00		
	970-0055	Spring, Feed Roller	1.25		

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	970-0056	Spring, Feed Roller Release	$ 1.00	
	970-0058	Feed Roller	1.25	
	970-0059	Guide, Ribbon	1.00	
	970-0063	Spring, Ratchet Gear	1.00	
	970-0064	Spring, Drive Gear	1.00	
	970-0066	Wire, Ribbon Drive	1.80	
	970-0067	Wiper, Felt	2.10	
	970-0070	Arm, Carrier Wire Tension	3.00	
	970-0077	Cover, Paper	4.40	
	970-0078	Cover, Carrier 110V	12.00	
	970-0081	Shims, Motor Shaft	1.00	
	970-0719	Screw, Shoulder	1.10	
	970-0823	Arm, Feed Roller Support	1.00	
	970-0824	Plate, Transformer Cover	1.00	
	970-0825	Arm, Ribbon Drive Wire	1.20	
	970-0826	Bracket, Connector Holder	1.50	
	970-0827	Retainer, Connector Cable	1.00	
	970-0834	Cam, Feed Roller Shaft	1.00	
	970-0842	Bearing, Carrier Assembly	1.00	
	970-0844	Wire, Ribbon Drive - 15	1.80	
	970-0875	Screw, Shoulder	1.00	
	970-0977	Arm, Paper Bail	1.00	
	970-0982	Cradle, Platen Guide	8.70	
	ADJUSTMENTS			
	011-7012	Carrier Wire Tension Adjustment		1

APPLE STYLEWRITER

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-0628	Cut Sheet Feeder (Complete)	$ 109.00	100.00	1
A	661-0629	PCB, Main Logic Board	145.00	135.00	2
B	661-0630	Printer Frame Assy, StyleWriter	145.00	135.00	2
	REPLACEMENT PARTS				
	699-2050	AC Power Adapter, USA (120 VAC, 58-62HZ)	31.00		1
	890-0286	Sensor, Paper	2.30		2
	941-5224	Fuse, 2.5 Amp, 250V, 10Pk	5.90		1
	982-0062	PCB, Operation Panel Assy	12.10		2
	B699-2050	AC Power Adapter, UK (240 VAC, 48-62HZ)	74.00		1
	J699-2050	AC Power Adapter, Japan (100-105 VAC, 48-62 HZ)	32.00		1
	X699-2050	AC Power Adapter, Australia (240 VAC, 48-62Hz)	52.20		1
	Z699-2050	AC Power Adapter, Euro (220VAC, 48-62Hz)	52.20		1
	OTHER PARTS				
	076-0333	Foot, Printer, 10 PK	10.50		
	076-0334	Foot, CSF, 10 PK	3.20		
	076-0335	Roller, Output Feed	9.90		
	076-0336	Cartridge Hook Kit	1.50		
	076-0337	Screw Hardware Kit	4.00		
	076-0388	Kit, Forms Thickness Lever (contains lever & spring)	1.00		
	076-0389	Cable, Operation Panel	1.30		
	076-0400	Cover, Rear w/Product Label	14.50		
	076-0401	Base & Tray, Cut Sheet Feeder w/Product Label	3.00		
	949-0307	Cover, Main Logic PCB	2.60		
	949-0308	Cover, Front Access	8.50		
	949-0309	Cover, Platen	2.80		
	949-0311	Cover, Lower Access	2.50		
	949-0312	Lever, Paper Release	1.00		
	949-0319	Tray, Manual Feed	1.50		
	949-0321	Shield, Operation Panel	5.50		
	949-0325	Guide, CSF Output Tray Extension	1.00		
	952-0014	Clip, Base Retainer (Security)	1.00		
	970-0142	Rod, Support CSF Paper	2.20		
	970-0143	Rod, Support, CSF Output Tray	2.50		
	970-0269	Extension, CSF Output Tray Size	1.50		

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	RC

ADJUSTMENTS

NONE

IMAGEWRITER PRINTER

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
B	661-0315	Print Head	$ 122.00	104.00	2
B	661-75144	Main Logic PCB	396.00	147.00	2
D	661-75199	Main Logic PCB -15	317.00	147.00	2
	REPLACEMENT PARTS				
	590-0037	Cable, Serial Interface, Apple II	21.00		1
	590-0169	Cable, Serial Printer Interface, Macintosh	34.00		1
	590-0191	Cable, Printer Interface AIIc	25.00		1
	699-0113	Connector Assy, Head	16.00		1
	699-0120	Transistor Assy, Carrier Drive	14.00		1
	740-0021	Fuse, 3.15, Amp 250V, Fast Blow	2.50		1
	740-0022	Fuse, 5 Amp 250V	1.50		1
	740-0100	Fuse, 1 Amp 250V	1.30		1
	740-0101	Fuse, 2 AMP 250V	1.00		1
	970-0051	Gear, Idler, Tractor	1.00		1
	970-0052	Gear, Idler, Platen	1.00		1
	970-0053	Pulley, Motor	1.80		1
	970-0057	Gear, Tractor Feed	1.00		1
	970-0060	Gear, Ribbon Drive	1.00		1
	970-0061	Gear, Ratchet A	1.00		1
	970-0062	Gear, Ratchet B	1.00		1
	970-0065	Gear, Change Arm	9.00		1
	970-0068	Platen Core, Rubber	36.00		1
	970-0069	Gear, Platen	1.30		1
	970-0080	Wire, Carrier	8.30		1
	970-0082	Transistor Assy, 5V	3.50		1
	970-0598	Switch, Power	7.80		1
	970-0601	Switch, Panel 110V	15.00		1
	970-0630	Motor, Carrier	60.00		1
	970-0631	Sprocket, Left	7.40		1
	970-0632	Sprocket, Right	6.00		1
	970-0634	Transformer, 110V	21.00		1
	970-0635	Power Cord, 110V	6.80		1
	970-0637	Sensor Assy, OOP/EOT/Cvr Intlk	26.00		1
	970-0647	Switch, Magnetic Reed	8.00		1
	970-0715	Cable Assy, Pwr Switch/Ctrl Panel	14.00		1
	970-0817	Switch, Power - 15	8.20		1
	970-0818	Wire, Carrier - 15	9.00		1
	970-0845	Motor, Carrier - 15	56.00		1
	970-0846	Platen Core, Rubber - 15	66.00		1

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	REPLACEMENT PARTS (cont.)			
	970-0851	Motor, Paper Feed	$ 71.00	1
	970-0862	Connector Assy, Head - 15	27.00	1
	970-0864	Sensor Assy, OOP/EOT/Cover Intlk - 15	24.00	1
	970-0865	Transformer, 110V - 15	27.00	1
	970-0866	PCB, Control Panel	16.00	1
	970-0867	Cable Assy, Power Switch/Control Panel-15	7.50	1
	970-0868	Filter, Noise, 110V	14.00	1
	OTHER PARTS			
	076-0244	Carrier Frame, Assy	45.00	
	699-0110	Shaft Assy, Paper Bail	6.00	
	725-0006	Insulator, Silicon Rubber	1.00	
	860-0034	Washer, Shoulder Nylon	1.00	
	949-0050	Arm, Paper Bail, (Left)- 15	1.00	
	970-0054	Spring, Paper Bail	1.00	
	970-0055	Spring, Feed Roller	1.25	
	970-0056	Spring, Feed Roller Release	1.00	
	970-0058	Feed Roller	1.25	
	970-0059	Guide, Ribbon	1.00	
	970-0063	Spring, Ratchet Gear	1.00	
	970-0064	Spring, Drive Gear	1.00	
	970-0066	Wire, Ribbon Drive	1.80	
	970-0067	Wiper, Felt	2.10	
	970-0070	Arm, Carrier Wire Tension	3.00	
	970-0081	Shims, Motor Shaft	1.00	
	970-0600	Knob, Platen	5.00	
	970-0633	Plate, Bottom	20.00	
	970-0636	Control Panel, 110V	4.00	
	970-0638	Cap, Lever Set	1.00	
	970-0639	Cover Assy, Bottom	18.00	
	970-0640	Cover Assy, Top	73.00	
	970-0641	Cover Assy, Carrier	20.00	
	970-0642	Cover Assy, Print	20.00	
	970-0643	Cover Assy, Paper	6.50	
	970-0648	Side Plate, Friction Release	1.00	
	970-0649	Cap, Power Switch	3.90	
	970-0650	Panel, Connector	9.00	
	970-0712	Cap, Fuse, 110V	4.30	
	970-0714	Foot, Rubber	1.00	
	970-0716	Support Screw, PCB Stand Off	1.00	
	970-0717	Nut, PCB Stand Off	1.00	
	970-0719	Screw, Shoulder	1.10	
	970-0720	Stand Off, PCB Mounting	1.00	

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	970-0819	Shaft, Tractor Feed Support - 15	$ 3.60	
	970-0820	Shaft, Tractor Feed Drive - 15	12.00	
	970-0821	Shaft, Platen Feed Roller-15	9.40	
	970-0822	Screw, Carrier Motor Release-15	1.10	
	970-0823	Arm, Feed Roller Support	1.00	
	970-0824	Plate, Transformer Cover	1.00	
	970-0825	Arm, Ribbon Drive Wire	1.20	
	970-0826	Bracket, Connector Holder	1.50	
	970-0827	Retainer, Connector Cable	1.00	
	970-0828	Clamp, Carrier Motor - 15	1.00	
	970-0829	Lever, Impression Control-15	2.00	
	970-0830	Plate, PCB Support - 15	1.20	
	970-0831	Bracket, Power Switch/Cable Mtg-15	5.80	
	970-0832	Spring, Feed Roller Release - 15	1.25	
	970-0833	Spring, Paper Bail - 15	1.50	
	970-0834	Cam, Feed Roller Shaft	1.00	
	970-0835	Cap, Control Panel Switch	1.00	
	970-0836	Bearing, Platen Holder - 15	1.00	
	970-0837	Pulley, Idler	1.00	
	970-0838	Arm, Paper Bail, (Right) - 15	1.10	
	970-0839	Cap, Feed Roller Release	1.00	
	970-0840	Cap, Power Switch - 15	1.00	
	970-0841	Pulley, Carrier Motor	2.70	
	970-0842	Bearing, Carrier Assembly	1.00	
	970-0843	Foot, Rubber - 15	1.00	
	970-0844	Wire, Ribbon Drive - 15	1.80	
	970-0847	Foot, Rubber	1.00	
	970-0848	Stopper, Carrier	1.00	
	970-0849	Grommet, Carrier Motor, Rubber	1.00	
	970-0850	Lever, Feed Roller	1.60	
	970-0853	Pulley, Carrier Holder	1.30	
	970-0854	Arm, Carrier Wire Tension - 15	2.10	
	970-0855	Cradle, Platen Guide - 15	4.20	
	970-0856	Cover Assembly, Print - 15	27.00	
	970-0857	Cover Assembly, Carrier - 15	27.00	
	970-0858	Shaft Assembly, Paper Bail - 15	19.00	
	970-0859	Cover Assembly, Top - 15	18.00	
	970-0860	Cover Assembly, Bottom - 15	52.00	
	970-0861	Cover Assembly, Paper - 15	29.00	
	970-0874	Foot, Rubber Stop - 15	1.00	
	970-0875	Screw, Shoulder	1.00	
	970-0895	Rack, Paper Separator-15	20.00	
	970-0896	Rack, Paper Stand- 15	21.00	

IMAGEWRITER PRINTER

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	970-0977	Arm, Paper Bail	$ 1.00	
	970-0982	Cradle, Platen Guide	8.70	
	ADJUSTMENTS			
	011-7027	ImageWriter Carrier Wire Tension Adjustment		1

IMAGEWRITER II

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION			RC
	KITS					
	076-0317		Miscellaneous Hardware Kit, IWII	$ 35.00		
	076-0342		Carrier Motor Kit, IWII	51.00		
	MODULES			**STOCK**	**EXCH**	
A	661-0303		ImageWriter II Drive PCB	129.00	92.00	2
	661-0304		Imagewriter II Main CPU PCB (replaced by 661-0413)			2
A	661-0316		Print Head (DDH-90)	109.00	93.00	2
D	661-0319		ImageWriter II 32K Option Card	85.00	59.00	2
C	661-0325		ImageWriter II LocalTalk Option Card	85.00	71.00	2
D	661-0329		ImageWriter II SheetFeeder, White	174.00	148.00	1
D	661-0401		Imagewriter II Sheetfeeder, Platinum	135.00	94.00	1
A	661-0413		ImageWriter II Main CPU PCB Rev. A	164.00	109.00	2
	REPLACEMENT PARTS					
	076-0151		Tractor With Bush	12.00		1
	076-0152		Tractor Assembly	26.00		1
	076-0158		Color Ribbon Assembly	2.50		1
	076-0159		Ribbon Frame Assembly	13.00		1
	076-0165		Operation Panel, White	18.00		1
	076-0240		Operation Panel, Platinum	18.00		1
	076-0250		Optical Sensor Kit Assembly	7.40		1
	076-0305		Paper Deflector and Springs	4.00		1
	590-0551		Cable, APM/ImageWriter II/LQ to Macintosh, Smoke	17.00		1
	590-0552		Cable, APM-IW II/LQ to AIIGS & Mac Plus, Smoke	19.00		1
	590-0554		Cable, APM/ImageWriter II/LQ to Apple IIc, Smoke	15.00		1
	590-0555		Cable, APM/ImageWriter II/LQ to Apple /// & /// Plus, Smoke	19.00		1
	590-0556		Cable, ImageWriter II/LQ to Apple II, II+, IIe, Smoke	19.00		1
	740-0022		Fuse, 5 Amp 250V	1.50		1
	915-0001		Transformer, 120V	32.00		1
	915-0029	I	Universal Transformer	56.00		1
	925-0008		Sensor, Optical Paper-Out	3.60		1
	936-0001		Cord, Power, 110V, White	6.50		1
	936-0003		Cable, Interface	14.00		1
	936-0006		Cable, Flexible	6.00		1
	936-0007		Cable, PCB Interconnection	11.00		1
	936-0008		Cable, Operation Panel	3.90		1
	936-0009		Cable, Noise Filter	2.70		1
	936-0029		Cord, Power, 110v, Smoke	6.10		1
	936-0034		Cable, Sheet Feeder	5.50		1
	937-0001		Switch, Power	8.30		1
	941-0001		Fuse MT4-2A (2Amp 3AG)	1.00		1
	941-0002		Fuse 1A	1.60		1

I International Part

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	REPLACEMENT PARTS (cont.)			
	949-0006	Platen	$ 25.00	1
	949-0029	Paper Guide	5.00	1
	949-0084	Cover, Ribbon, Platinum	14.00	1
	949-0131	Paper Guide for Optical Sensor	3.70	1
	955-0005	Shims, ImageWriter II (3 sets of 5 Shims)	1.50	1
	959-0002	Belt, Carrier	1.60	1
	959-0003	Motor Assembly, Ribbon	21.00	1
	959-0004	Motor, Carrier	42.00	1
	959-0005	Motor, Paper Feed	35.00	1
	959-0015	Motor, ImageWriter II SF	34.00	1
	961-0001	Noise Filter PCB Assembly	8.30	1
	962-0001	PCB, Print Head	11.00	1
	OTHER PARTS			
	076-0150	Shift Gear Assembly	7.80	
	076-0153	Platen Assy Parts w/o Platen	7.00	
	076-0154	Paper Bail Assembly	9.30	
	076-0155	Pinch Roller Assembly	3.10	
	076-0157	Carrier Block Assembly	17.00	
	076-0160	Carrier Parts	24.00	
	076-0161	Cover, Bottom Assembly, White	25.00	
	076-0162	Support Leg Assembly (Left), White	6.00	
	076-0163	Support Leg Assembly (Right), White	6.00	
	076-0164	Knob, Platen Assembly, White	2.30	
	076-0169	Sheet Feeder Housing, White	59.00	
	076-0170	Sheet Feeder Frame Assembly, White	66.00	
	076-0171	Sheet Feeder Paper Tray Assembly, White	50.00	
	076-0172	Sheet Feeder PCB Assembly	24.00	
	076-0200	Frame Parts	25.00	
	076-0236	Cover, Bottom, Assembly, Platinum	26.00	
	076-0237	Support Leg Assembly (Left), Platinum	6.00	
	076-0238	Support Leg Assembly (Right), Platinum	6.00	
	076-0239	Knob, Platen Assembly, Platinum	3.40	
	076-0241	Sheetfeeder Housing, Platinum	59.00	
	076-0242	Sheet Feeder Paper Tray Assembly, Platinum	68.00	
	076-0248	Standoff, Dual Locking	1.00	
	076-0270	Pin Pivot, 10 Pk	5.00	
	076-0271	Gear, Feed Roller, 5 Pk	4.40	
	076-0321	Sheet Feeder Frame Assembly, Platinum	82.00	
	935-0001	Wire Ribbon and Spring	2.70	
	948-0038	Frame	24.00	
	949-0008	Cover, Paper	11.00	
	949-0009	Cover, Ribbon, White	8.30	

IMAGEWRITER II

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	949-0010	Cover, Tractor, White	$ 4.40	
	949-0011	Cover, Top, White	20.00	
	949-0085	Cover, Tractor, Platinum	5.80	
	949-0086	Cover, Top, Platinum	15.00	
	949-0088	Tray (Upper), Paper, Imagewriter II SF, White	19.00	
	949-0129	Roller, Carrier, 10 Pk	1.20	
	949-0136	Tray (Upper), Paper, Imagewriter II	23.00	
	952-0012	Magnet, Case Top, 10 Pk	14.00	
	957-0041	Spring, Bail Roller Arm, 3 PK	1.40	
	958-0006	Bush, Carrier Shaft, 10 Pk	1.50	
	984-0001	Feed Roller, 10 Pk	8.00	
	ADJUSTMENTS			
	011-7057	Firing Hammer Adjustment Ribbon Adjustment Carrier Belt		1

IMAGEWRITER II/L

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION			RC
	KITS					
	076-0317		Miscellaneous Hardware Kit, IWII	$ 35.00		
	MODULES			**STOCK**	**EXCH**	
A	661-0316		Print Head (DDH-90)	109.00	93.00	2
C	661-0325		ImageWriter II LocalTalk Option Card	85.00	71.00	2
D	661-0401		Imagewriter II Sheetfeeder, Platinum	135.00	94.00	1
B	661-0581		ImageWriter II/L Main CPU PCB	110.00	99.00	2
D	661-0582		ImageWriter II/L Power Supply Board, 110/120V	94.00	82.00	2
	661-1606	I	ImageWriter II/L Power Supply Board, 220/240V	No stocking	142.00	2
	REPLACEMENT PARTS					
	076-0151		Tractor With Bush	12.00		1
	076-0152		Tractor Assembly	26.00		1
	076-0159		Ribbon Frame Assembly	13.00		1
	076-0305		Paper Deflector and Springs	4.00		1
	076-0366		Color Ribbon Assembly	1.00		1
	076-0367		Operation Panel, Platinum	12.00		1
	590-0551		Cable, APM/ImageWriter II/LQ to Macintosh, Smoke	17.00		1
	590-0552		Cable, APM-IW II/LQ to AIIGS & Mac Plus, Smoke	19.00		1
	590-0554		Cable, APM/ImageWriter II/LQ to Apple IIc, Smoke	15.00		1
	590-0555		Cable, APM/ImageWriter II/LQ to Apple /// & /// Plus, Smoke	19.00		1
	590-0556		Cable, ImageWriter II/LQ to Apple II, II+, IIe, Smoke	19.00		1
	590-4550		Cable, Interface Card	3.40		1
	590-4551		Cable, Carriage Assembly PCB	3.30		1
	590-4552		Cable, Power Supply to Main Logic Board	2.90		1
	590-4553		Cable, Operation Panel PCB	1.00		1
	590-4555		Cable, SF, ImageWriter II/L	5.50		1
	652-0602		Carrier Motor	30.00		1
	740-1104		Fuse, 4 Amp, 250V, 5 Pk	2.80		1
	925-0011		Sensor, Optical, Paper Empty	3.60		1
	936-0029		Cord, Power, 110v, Smoke	6.10		1
	941-5219		Fuse, 1.5 Amp, 125V, 5 PK	2.80		1
	941-5220		Fuse, 2 Amp, 125V, 5 PK	2.80		1
	941-5221		Fuse, 4 Amp, 125V, 5 PK	2.80		1
	949-0006		Platen	25.00		1
	949-0029		Paper Guide	5.00		1
	949-0131		Paper Guide for Optical Sensor	3.70		1
	955-0005		Shims, ImageWriter II (3 sets of 5 Shims)	1.50		1
	959-0002		Belt, Carrier	1.60		1
	959-0046		Motor, Paper Feed	35.00		1
	959-0047		Motor Assy, Ribbon	21.00		2
	982-0059		PCB, Print Head	11.00		1

I International Part

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	REPLACEMENT PARTS (cont.)			
	983-0018	Assembly, Power-On Switch Actuator & Cable	$ 4.30	1
	OTHER PARTS			
	076-0150	Shift Gear Assembly	7.80	
	076-0153	Platen Assy Parts w/o Platen	7.00	
	076-0154	Paper Bail Assembly	9.30	
	076-0155	Pinch Roller Assembly	3.10	
	076-0157	Carrier Block Assembly	17.00	
	076-0160	Carrier Parts	24.00	
	076-0241	Sheetfeeder Housing, Platinum	59.00	
	076-0242	Sheet Feeder Paper Tray Assembly, Platinum	68.00	
	076-0248	Standoff, Dual Locking	1.00	
	076-0270	Pin Pivot, 10 PK	5.00	
	076-0271	Gear, Feed Roller, 5 PK	4.40	
	076-0321	Sheet Feeder Frame Assembly, Platinum	82.00	
	076-0368	Knob, Platen Assembly, Platinum	1.90	
	076-8376	Frame Parts	23.00	
	935-0001	Wire Ribbon and Spring	2.70	
	948-0136	Frame	21.00	
	949-0008	Cover, Paper	11.00	
	949-0085	Cover, Tractor, Platinum	5.80	
	949-0129	Roller, Carrier, 10 PK	1.20	
	949-0136	Tray (Upper), Paper, Imagewriter II	23.00	
	949-0248	Cover, Bottom Assembly, Platinum	16.00	
	949-0249	Cover, Top, Platinum	15.00	
	949-0251	Ground Plate, Power Supply, 110/120V	2.90	
	949-0254	Guide, Flex Cable	1.00	
	949-0262	Lever, Paper Selector	1.00	
	949-0263	Ground Plate Assembly, Power Supply, 220/240V	2.90	
	949-0320	Cover, Ribbon, Platinum	14.00	
	952-0012	Magnet, Case Top, 10 PK	14.00	
	957-0041	Spring, Bail Roller Arm, 3 PK	1.40	
	957-0060	Spring, Paper Bail Arm, 5 PK	1.40	
	958-0006	Bush, Carrier Shaft, 10 PK	1.50	
	984-0001	Feed Roller, 10 PK	8.00	
	ADJUSTMENTS			
	011-7105	Adjustment, Firing Hammer, Ribbon, Carrier Belt		1

IMAGEWRITER LQ

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION			RC
	KITS					
	076-0262		Misc. Hardware Kit (IWLQ)	$ 27.00		
	MODULES			**STOCK**	**EXCH**	
C	661-0325		ImageWriter II LocalTalk Option Card	85.00	71.00	2
	661-0404		Main Board, ImageWriter LQ (replaced by 661-0563)			2
B	661-0405		ImageWriter LQ Print Head	221.00	188.00	3
	661-0541		Main Board, ImageWriter LQ (replaced by 661-0563)			2
D	661-0563		Main Board, ImageWriter LQ (Revised)	381.00	193.00	2
	REPLACEMENT PARTS					
	076-0255		Platen Assembly, Complete	58.00		2
	076-0256		Tractor Assembly, Right	17.00		2
	076-0257		Tractor Assembly, Left	17.00		2
	076-0258		Gear Linkage Assembly	9.40		2
	076-0261		Pinch Roller Assembly	22.00		2
	076-0306		Timing Belt and Carrier Assembly	24.00		2
	076-0307		Front Carrier Assembly	20.00		2
	076-0308		Rear Carrier Assembly	23.00		2
	590-0380		Power Cable, AC, 110V, Smoke	4.60		1
	590-0396		Flexible Relay Cable	30.00		3
	590-0551		Cable, APM/ImageWriter II/LQ to Macintosh, Smoke	17.00		1
	590-0552		Cable, APM-IW II/LQ to AIIGS & Mac Plus, Smoke	19.00		1
	590-0554		Cable, APM/ImageWriter II/LQ to Apple IIc, Smoke	15.00		1
	590-0555		Cable, APM/ImageWriter II/LQ to Apple /// & /// Plus, Smoke	19.00		1
	590-0556		Cable, ImageWriter II/LQ to Apple II, II+, IIe, Smoke	19.00		1
	590-0601		Cable, Control Panel	7.80		2
	590-0602		Cable, AppleTalk Connector	18.00		2
	590-0603		Cable, Printhead to Relay PCB	28.00		2
	915-0030		Transformer, 110V	56.00		2
	915-0031	I	Universal Transformer	67.00		2
	915-0042		Transformer/ Voltage Sw. Assy, 100-240V	96.00		2
	935-0006		Auto Load Solenoid	21.00		2
	937-0030		Switch, Home Position Kit	9.60		1
	937-0032		Switch, On/Off Assembly	14.00		1
	937-0033		Switch, Paper Detect	5.00		2
	937-0034		Switch, Cut Sheetfeeder	5.00		1
	939-0016		Gear, Ribbon Drive	20.00		2
	941-0010		Fuse, 3 AMP	1.00		1
	941-0012		Fuse, 1.5 AMP	1.00		1
	941-0014		Fuse, 8 AMP	1.00		1
	948-0032		Paper Out Sensor	23.00		2
	948-0045		Complete Tractor Assembly	34.00		2

I International Part

PRINTERS

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	REPLACEMENT PARTS (cont.)			
	949-0141	PCA, Control Panel	$ 30.00	2
	949-0217	Card Guide	6.00	1
	959-0016	Motor, Carrier Drive	84.00	2
	959-0017	Motor, Paper Feed	60.00	2
	959-0018	Motor Assembly, Color Ribbon	47.00	2
	961-0006	Noise Filter Assembly, 110/240V	33.00	2
	OTHER PARTS			
	076-0273	Foot, Rubber, 10/pk	3.10	
	076-0292	Screw, Double Sems 3x10, 20/pk	1.10	
	076-0293	Screw, Double Sems 3 x 6, 10/pk	1.10	
	076-0325	Screw, Double Sems 4 x 8, 10/pk	1.10	
	076-0344	Spring, Paper Deflector, 4/pk	1.00	
	076-0345	Deflector Stop Plate, Left	1.40	
	076-0346	Deflector Stop Plate, Right	1.40	
	076-8375	Paper Deflector with Springs	3.20	
	931-0026	Set, Screws, 2/Pk	1.00	
	937-0035	Solenoid, Paper Bail	27.00	
	939-0015	Tractor Drive Gear	5.60	
	939-0018	Gear, Platen Drive, 3/pk	8.10	
	939-0019	Gear, Platen Drive Idler, 3/pk	3.40	
	939-0020	Gear, C.S.F. Drive, 3/pk	3.40	
	939-0021	Gear, Ribbon Lift Shift, 3/pk	3.40	
	939-0022	Gear, Ribbon Lift Cram, 3/pk	3.90	
	939-0038	Gear, C.S.F. Drive, 3/pk	2.90	
	948-0042	Paper Pan Sub-Assembly	16.00	
	948-0043	Wire Form Assembly	21.00	
	948-0046	Paper Pan (B)	5.50	
	949-0137	Cover, Front	34.00	
	949-0138	Cover, Top	49.00	
	949-0139	Cover, Bottom	80.00	
	949-0140	Main Cover	70.00	
	949-0169	Lever, Feed Roller Cam, 6/pk	6.10	
	949-0170	Guide, Ribbon Support, 3/pk	3.30	
	949-0171	Lever, Paper Bail, 6/pk	4.80	
	949-0172	Lever, Paper Bail Adj. Rt, 3/pk	2.90	
	949-0173	Lever, Paper Out Detect, 3/pk	2.60	
	949-0174	Lever, Paper Bail Adj. Lt, 3/pk	2.60	
	949-0175	Lever, Paper Bail Arm Lt, 3/pk	3.30	
	949-0176	Lever, Ribbon Lift Shaft, 6/pk	2.50	
	949-0177	Lever, C.S.F. Detect, 3/pk	3.00	
	949-0178	Link, Paper Bail/Solenoid, 3/pk	2.90	
	949-0179	Lever, Paper Bail Arm Rt, 3/pk	3.90	

IMAGEWRITER LQ

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	949-0180	Bracket, Paper Bail/Platen, 3/pk	$ 5.80	
	949-0242	Sound Damping Material	1.00	
	952-0012	Magnet, Case Top, 10 PK	14.00	
	956-0008	Casette Latch Set	4.00	
	956-0016	Platen Knob w/o RIBS	4.70	
	957-0054	Spring, Platen Cradle, 2/pk	1.00	
	957-0055	Spring, Paper Pan, 2/pk	1.00	
	958-0013	Mylar, Bottom	10.70	
	958-0015	E-Ring, E-4, 2/pk	1.00	
	958-0016	E-Ring, E-6, 2/pk	1.00	
	958-0017	Mylar, Paper Guide Adjustment	5.70	
	959-0020	Carrier Felt Set, 6/Pk	3.90	
	959-0024	Pulley, Carrier Belt, 3/pk	21.00	
	959-0025	Bearing, Platen Sleeve, 6/pk	3.10	
	959-0026	Bearing, Carrier Frame, 3/pk	2.90	
	959-0027	Pin Assembly, Ribbon Box Drive, 5/pk	2.80	
	959-0028	Bearing, Carrier Shaft Lt, 3/pk	4.40	
	959-0029	Bearing, Carrier Shaft Rt, 3/pk	3.80	
	959-0030	Collar, Cam Gear, 6/pk	3.40	
	984-0003	Roller, Paper Bail, 6/pk	15.00	
	ADJUSTMENTS			
	011-7090	ImageWriter LQ Adjustment		1

IMAGEWRITER LQ, CUT SHEET FEEDER

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-0446	Cut Sheetfeeder Single Bin	$ 184.00	75.00	1
D	661-0447	Cut Sheetfeeder Extension	110.00	70.00	1
	REPLACEMENT PARTS				
	948-0033	Paper Guide Plate	80.00		1
	949-0188	Paper Holder	24.00		1
	949-0191	Separation Finger Kit	7.40		1
	949-0192	Forward Collator Paper Deflector	6.90		1
	949-0193	Forward Collator Support Output	13.00		1
	949-0194	Forward Collator Assembly	80.00		1
	949-0195	Envelope Hopper	28.00		1
	956-0013	Rubber Stoppers (20/pk)	8.00		1
	OTHER PARTS				
	949-0189	Rear Cover	5.60		
	949-0190	Rear Panel Kit	40.00		
	956-0014	Rubber Feet, 4/pk	1.00		
	ADJUSTMENTS				
	NONE				

SCRIBE PRINTER

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION			RC
	KITS				
	NONE				
	MODULES		**STOCK**	**EXCH**	
D	661-75217	Main Logic PCB	$ 130.00	51.00	2
D	661-75218	Mech. Assembly w/o Print Head	118.00	45.00	2
	REPLACEMENT PARTS				
	076-0090	Print Head Assembly	32.00		1
	076-0091	Power Switch Assembly, 110V	7.80		1
	076-0093	Control Panel Assembly	31.00		1
	076-0095	Belt Assembly, Carriage Drive	3.00		1
	076-0096	Cable Assembly, Ribbon Feed	1.50		1
	590-0037	Cable, Serial Interface, Apple II	21.00		1
	590-0166	Modem Eliminator Cable Assembly	33.00		1
	590-0169	Cable, Serial Printer Interface, Macintosh	34.00		1
	740-0100	Fuse, 1 Amp 250V	1.30		1
	740-0101	Fuse, 2 AMP 250V	1.00		1
	740-0400	Fuse, Medium Time Lag, 2A, 125V	1.20		1
	740-0401	Fuse, Medium Time Lag, 4A, 125V	1.20		1
	970-0635	Power Cord, 110V	6.80		1
	970-0901	Noise Filter, AC Line	27.00		1
	970-0906	Platen Roller, Rubber	32.00		1
	970-0909	Shaft, Carriage	6.00		1
	970-0916	Plate, Paper Deflector	1.90		1
	970-0917	Gear, Metal Ribbon Clutch Feed	1.50		1
	970-0919	Gear, Ribbon Take-Up	3.00		1
	970-0920	Gear, Ribbon Clutch Drive	9.00		1
	970-0922	Guide, Paper Holder R.H.	1.00		1
	970-0923	Frame, L.H. Tractor Assy	1.00		1
	970-0924	Frame, R.H. Tractor Assy	1.25		1
	970-0925	Gear, Idler/Platen Drive	1.00		1
	970-0926	Gear, Platen Drive	1.00		1
	970-0927	Gear, Idler	1.00		1
	970-0937	Bearing, Carriage Assembly	1.00		1
	970-0939	Guide, Paper Holder, L.H.	1.00		1
	970-0953	Transformer, AC Line, 115V	40.00		1
	970-0959	Tractor Assembly, L.H.	3.60		1
	970-0960	Tractor Assembly, R.H.	3.60		1
	970-0961	Resistor Assembly, 5 Watt Ceramic	9.60		1
	970-0962	Motor, Carriage Drive	45.00		1
	970-0963	Motor, Paper Feed	39.00		1
	970-0964	Solenoid Assembly, Print Head	18.00		1
	970-0965	Sensor Assembly, Out of Ribbon Detect	12.00		1

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	REPLACEMENT PARTS (cont.)			
	970-0966	Switch, Home Position	$ 6.60	1
	970-0970	PCB, Carriage Assembly w/Cable	30.00	1
	970-0971	Sensor Assembly, Out of Paper Detect	12.00	1
	970-0975	Carriage Assy, Complete, w/o Print Head	54.00	1
	970-0980	Gear, Tractor Drive	1.80	1
	OTHER PARTS			
	076-0089	Screw Assembly, Misc.	1.50	
	076-0094	Feet Assembly, Rubber	1.20	
	076-0097	Spring Assembly, Ribbon Cable	1.00	
	076-0166	Scribe Control Panel Upgrade Assembly	7.20	
	423-2001	Screw, Hex Hd, 3.0 x .50 x 12	1.00	
	970-0712	Cap, Fuse, 110V	4.30	
	970-0899	Spring, Feed Roller	1.00	
	970-0900	Spring, Ribbon, Clutch/Take-Up	1.00	
	970-0902	Holder, AC Fuse	6.00	
	970-0903	Washer, Carriage Drive Pulley	1.00	
	970-0904	Nut, Push	1.00	
	970-0907	Shaft, Pulley Mounting	1.00	
	970-0908	Shaft, Carriage Drive Pulley	1.00	
	970-0910	Shaft, Tractor Support	1.00	
	970-0911	Shaft, Frame Support	3.00	
	970-0912	Collar, Ribbon Clutch	1.00	
	970-0913	Shaft, Tractor Assembly Drive	4.50	
	970-0914	Washer, Ribbon Take-Up	1.00	
	970-0915	Plate, Carriage Drive Pulley Mounting	1.00	
	970-0918	Clamp, Carriage Drive Belt	1.00	
	970-0921	Actuater, Ribbon Box Detect	1.00	
	970-0928	Collar, Carriage Drive Pulley	1.00	
	970-0929	Lever, Feed Roller Release	1.00	
	970-0930	Bearing, Platen Holder	1.00	
	970-0931	Button, Control Panel	1.00	
	970-0932	Lens, Control Panel, LED	6.00	
	970-0933	Button, Power Switch	1.00	
	970-0934	Knob, Platen	1.00	
	970-0935	Pulley, Carriage Drive	1.80	
	970-0936	Pulley, Carriage Drive, Inverter	1.50	
	970-0938	Capstain, Ribbon Drive	1.00	
	970-0940	Washer, Ribbon Feed	1.00	
	970-0942	Clip, PCB Guide	1.00	
	970-0943	Clip, Wire Harness	1.00	
	970-0944	Retainer, Ribbon Cable	1.00	
	970-0945	Washer, Ribbon Feed Friction	1.00	

SCRIBE PRINTER

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
	OTHER PARTS (cont.)			
	970-0946	Plug, Top Cover, Snap	$ 1.00	
	970-0947	Guide, Paper/Tractor	1.20	
	970-0948	Plug, DIP Switch	1.00	
	970-0949	Pan, Paper Feed	10.00	
	970-0951	Cover, Printer	21.00	
	970-0952	Lid, Printer Cover	15.00	
	970-0955	Cap, Print Head, Rubber	1.20	
	970-0956	Feed Roller Assembly	1.80	
	970-0957	Mounting Assembly, Print Head	33.00	
	970-0958	Gear Assembly, Ribbon Feed Correction	1.00	
	970-0967	Tray Assembly, Paper	15.00	
	970-0968	Cover Assembly, Top	4.80	
	970-0969	Shaft Assembly, Feed Roller Release	21.00	
	970-0972	Spring, Solenoid Assembly	1.00	
	970-0973	Cover Assembly, Bottom	37.00	
	970-0974	Clip, Bottom/Top Cover	1.00	
	970-0978	Spacer, Cover	1.00	
	970-0983	Receptacle, AC Input	7.80	
	ADJUSTMENTS			
	011-7049	Scribe Printer Adjustment Drive Belt Tension Print Head		1

PRINTERS

SILENTYPE PRINTER

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
	661-74009	Std Deserial Non RFI (replaced by 661-74010)			2
D	661-74010	STD Deserial RFI	$ 119.00	76.00	2
D	661-91066	Interface Card, Silentype	99.00	66.00	2
	REPLACEMENT PARTS				
	305-0000	IC 74LS00N	5.00		1
	305-0010	IC 74LS10	5.00		1
	305-0126	IC 74LS126	5.00		1
	306-0002	IC 74LS02N	5.00		1
	306-0004	IC 74LS04	5.00		1
	306-0125	IC 74LS125	3.00		1
	306-0133	IC 74LS133	5.00		1
	306-0174	IC 74LS174	5.00		1
	333-2112	RAM 256x4 2112A-4	5.00		1
	341-0039	ROM Silentype Control	15.00		1
	590-0020	Cable, Silentype ///	15.00		1
	970-0401	Head Cable	30.00		1
	970-0402	Silentype Platen	20.00		1
	970-0404	Motor, Head Assembly T200-01	40.00		1
	970-0405	Motor, Paper Feed T200-01	40.00		1
	970-0406	Paper Bearing Assembly	3.00		1
	970-0410	Cord Pully	1.20		1
	970-0418	Print Head Silentype	40.00		1
	970-0442	Dacron Cord	1.00		1
	970-0443	Head Drive Belt	3.00		1

OTHER PARTS

NONE

ADJUSTMENTS

NONE

COLOR PLOTTER

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-95147	Color Plotter Main PCB	$ 343.00	118.00	2
	REPLACEMENT PARTS				
	590-0191	Cable, Printer Interface Allc	25.00		1
	740-0203	Fuse	2.30		1
	970-0583	Transformer	69.00		1
	970-0585	Keyboard Assembly	51.00		1
	970-0586	AC Switch	12.00		1
	970-0587	String Assembly	12.00		1
	970-0588	Pen/carriage Assembly	69.00		1
	970-0589	Solenoid Assembly	18.00		1
	970-0590	Motor Assembly	80.00		1
	970-0591	Feed Roller	18.00		1
	970-0592	Home Switch Assembly	21.00		1
	970-0593	Spring	2.40		1
	970-0595	Left Pulley Assembly	12.00		1
	970-0596	Right Pulley Assembly	4.50		1
	970-0597	Knob/clutch Assembly	30.00		1
	OTHER PARTS				
	919-0059	Back Paper Support	19.00		
	ADJUSTMENTS				
	NONE				

APPLE SCANNER/APPLE ONESCANNER

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
	661-0430		Main Logic Board, 4-bit (replaced by 661-0534)			2
D	661-0431		Power Supply Board	210.00	68.00	2
D	661-0449		Optical Assembly, 4-bit	376.00	95.00	2
C	661-0534		Main Logic Board - Rev B, 4-bit	483.00	110.00	2
D	661-0634	$	Optical Assembly, 8-bit	327.00	278.00	2
C	661-0635	$	Main Logic Board, 8-bit	526.00	447.00	2
	REPLACEMENT PARTS					
	076-0283		Fuse, 2A, 250V - 2.0A, 10/pk	9.60		1
	076-0284		Fuse, 1A, 250V - 1.0A, 10/pk	4.00		1
	076-0285		Fuse, 3A, 250V - 3.0A, 10/pk	4.00		1
	076-0290		Carrier Block, Gear/Pulleys, 5/pk	25.00		1
	076-0291		Switch, Limit Assy	2.20		1
	076-0300		Switch, Cover Interlock, 110V	4.80		1
	076-0323		Drive Belt Assy	6.40		1
	590-0380		Power Cable, AC, 110V, Smoke	4.60		1
	590-0525		Cable, Optical Assembly/Main Logic Board, 8-bit	3.00		1
	699-0514		Shaft Carrier	10.00		1
	915-0038		Transformer Assy, 110V	65.00		1
	915-0039	I	Transformer Assy, 100/240V	78.00		1
	936-0043		Cable, Optical Assy/Main Logic Board, 4-bit	8.60		1
	936-0044		Cable, Scan Switch Assy	4.60		1
	936-0045		Cable, Limit Switch Assy	3.20		1
	936-0047		Cable, Power Supply Board/Main Logic Board	23.00		1
	937-0032		Switch, On/Off Assembly	14.00		1
	938-0005		Lamp	23.00		1
	959-0037		Motor Carrier Assy	70.00		1
	OTHER PARTS					
	076-0272		Button Lamp Lock, 5/pk	3.10		
	076-0273		Foot, Rubber, 10/pk	3.10		
	076-0275		Lid Hinge Assy	17.00		
	076-0277		Screw, Pn Hd, 3x15 Plat., 10/pk	5.30		
	076-0278		PCB Assy, Start Scan	9.00		
	076-0280		Inverter Assembly	55.00		
	076-0286		Screw 2, Cover, 10/pk	1.90		
	076-0289		Miscellaneous Hardware Kit	62.00		

PRINTERS

$ ***Apple will discount your initial Service Stock purchase by 20% if your order is received by December 22, 1991 (limit one of each module per Service location).***

I International Part

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION		RC
OTHER PARTS (cont.)					
	076-0292		Screw, Double Sems 3x10, 20/pk	$ 1.10	
	076-0293		Screw, Double Sems 3 x 6, 10/pk	1.10	
	076-0294		Screw, Sems 4 x 6, 10/pk	1.00	
	076-0298		Holder, Ribbon Cable, 5/pk, 4-bit	3.30	
	076-0301		Screw, Tapping 3 x 8, 10/pk	1.10	
	076-0312		Spring, Belt Tension, 10/pk	2.30	
	076-0313		Stopper, Carrier, 10/pk	6.40	
	076-0314		Cover, Lamp, 5/pk	6.80	
	076-0315	I	Switch, Cover Interlock, 220/240V	5.80	
	076-0322		Spring, Slide, 10/pk	6.80	
	076-0325		Screw, Double Sems 4 x 8, 10/pk	1.10	
	948-0037		Cover, Main Logic Board	18.00	
	948-0128		Shield, Main Logic Board, 4-bit	8.20	
	948-0134		Bracket, Transformer, 100-240V	12.00	
	949-0206		Cover, Assy with Glass	150.00	
	949-0208		Cover, Bottom Assy, 4-bit	39.00	
	949-0209		Cover, Switch	3.80	
	949-0210		Cover, Top	57.00	
	949-0211		Cover, CCD PCB	6.00	
	949-0214		Cover, AC Inlet	3.80	
	949-0226		Cover, Interior	5.60	
	949-0315		Cover, Bottom Assy, 8-bit	39.00	
	983-0008		Holder, Lamp	32.00	
ADJUSTMENTS					
	011-7106	*	Main Logic Board Modification		

I International Part
* Please refer to the Financials section for reimbursement information.

COMMON MACINTOSH INPUT DEVICES (ADB)

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.		DESCRIPTION	STOCK	EXCH	RC
	KITS					
	NONE					
	MODULES					
	661-0338		Mouse, Apple DeskTop Bus (replaced by 661-0479)			1
B	661-0383		Keyboard, Apple	$ 84.00	66.00	1
	661-0384		Keyboard, Extended, Apple (replaced by 661-0543)			1
A	661-0479		Mouse, Apple Desktop Bus	75.00	57.00	1
C	661-0543		Apple Extended Keyboard II	149.00	126.00	1
A	661-0603		Apple Keyboard II	84.00	66.00	1
	C661-0383	I	Keyboard, Apple, Foreign Language, French Canadian	No stocking	82.00	1
	C661-0384	I	Keybd., Ext., Apple, For. Lang., Fr. Canad. (replaced by C661-0544)			1
	C661-0544	I	Apple Extended Keyboard II, ISO, French Canadian	No stocking	152.00	1
	D661-0384	I	Keybd., Ext., Apple, For. Lang., German (replaced by D661-0544)			1
	D661-0544	I	Apple Extended Keyboard II, ISO, German	No stocking	152.00	1
	E661-0383	I	Keyboard, Apple, Foreign Language, Western Spanish	No stocking	82.00	1
	E661-0384	I	Keybd., Ext., Apple, For. Lang., West. Spanish (replaced by E661-0544)			1
	E661-0544	I	Apple Extended Keyboard II, ISO, Western Spanish	No stocking	152.00	1
	F661-0544	I	Apple Extended Keyboard II, ISO, French	No stocking	152.00	
	T661-0384	I	Keybd., Ext., Apple, For. Lang., Italian (replaced by T661-0544)			1
	T661-0544	I	Apple Extended Keyboard II, ISO, Italian	No stocking	152.00	1
	REPLACEMENT PARTS					
	076-0075		Keyswitch Set, ADB Keyboard, White Plunger (10)	16.00		1
	076-0209		Keyswitch Set, ADB Keyboard, Tan Plunger (10)	20.00		1
	076-0387		Keyswitch Set, ADB Keyboard, Ivory Plunger (10)	20.00		1
	590-0361		Cable, ADB Keyboard (1 meter)	10.00		1
	949-0357		Keyboard Assy., (w/keycaps), AK II, Version A	20.00		1
	949-0358		Keyboard Assy., (w/keycaps), AK II, Version B	20.00		1
	970-1263		Keyswitch, Locking, Alps	3.00		1
	981-0020		Keyboard Encoder PCB, AK II, Version A	15.00		1
	981-0021		Keyboard Encoder PCB, AK II, Version B	15.00		1
	OTHER PARTS					
	001-0017		Template, AEK II	3.10		
	076-0231		Retainer, ADB Mouse Ball (for 21.9mm mouse ball, retainer ring diam. = 38mm)	5.00		
	076-0338		Keycap Set, Apple Keyboard II, Version A	30.00		
	076-0421		Keycap Set, Apple Keyboard II, Version B	30.00		

I International Part

INPUT DEVICES

COMMON MACINTOSH INPUT DEVICES (ADB)

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION		RC
OTHER PARTS (cont.)				
	076-0422	Keystem (w/spring, set of 10), AK II, Version B	$ 5.00	
	076-0423	Rubber Dome (set of 10), AK II, Version A	5.00	
	159-0061	Ferrite Bead, Clamp-On	3.60	
	658-5210	Case, Keyboard Top, AEK II	29.00	
	658-5211	Case, Keyboard Bottom, AEK II	19.00	
	658-7010	Keycap Set, Apple Extended Keyboard	51.00	
	658-7011	Keycap Set , Apple Keyboard	32.00	
	658-9001	Keycap, Reset, Apple Extended Keyboard II	1.00	
	699-8001	Mouse Ball (25.4mm Diameter), Rubber Coated	7.00	
	699-8038	Mouse Ball (21.9 mm Diameter), Black	7.00	
	810-6042	Case, Keyboard Top, AK II, Version A	15.00	
	810-6043	Case, Keyboard Top, AK II, Version B	15.00	
	810-6044	Case, Keyboard Bottom, AK II, Version A	15.00	
	810-6045	Case, Keyboard Bottom, AK II, Version B	15.00	
	815-0816	Retainer, ADB Mouse (for 25.4mm mouse ball, retainer ring diameter = 34mm)	3.80	
	815-1016	Case, Keyboard Top, Apple Keyboard	24.00	
	815-1017	Case, Keyboard Bottom, Apple Keyboard	25.00	
	815-1018	Case, Keyboard Top, Apple Extended Keyboard	24.00	
	815-1019	Case, Keyboard Bottom, Apple Extended Keyboard	26.00	
	815-1136	Retainer, ADB Mouse (for 21.9mm mouse ball, retainer ring diameter = 30mm)	5.00	
	815-1138	Rack, Adjustable Foot, AEK II	11.00	
	815-1139	Foot, Rear, Adjustable, AEK II	10.00	
	865-0057	Foot, Front, AEK II	1.60	
	865-0067	Foot Pad, Rear, AEK II	1.90	
	870-0030	Spring, Foot Return, AEK II	3.25	

ADJUSTMENTS

NONE

NUMERIC KEYPAD

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-0314	Numeric Keypad Assembly, II, with Cable	$ 64.00	50.00	2
	REPLACEMENT PARTS				
	590-0119	Cable, Numeric Keypad II	12.00		1
	590-0129	Interconnect Cable, Numeric Keypad	29.00		1
	590-0130	Cable, Numeric Keypad IIe	24.00		1
	590-0144	Keyboard/Keypad Cable	6.70		1
	658-0005	Assy, PCB, Interface Keypad II	20.00		1
	658-4040	Numeric Keypad Assembly, IIe	65.00		1
	658-4045	Keypad Assembly, Macintosh	39.00		1
	705-0075	SMK Keyswitch Short Stem	3.00		1
	OTHER PARTS				
	658-7008	Keycap Set, Numeric Keypad II	20.00		
	658-7044	Keycap Set, Numeric Keypad IIe (replaced by 658-4040)			
	ADJUSTMENTS				
	NONE				

GRAPHICS TABLET

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION			RC
	KITS				
	NONE				
	MODULES		**STOCK**	**EXCH**	
	661-72017	Graphics Tablet Assy (non-RFI) (replaced by 661-91140)			2
D	661-91140	Graphics Tablet Assy -RFI	$ 713.00	294.00	2
D	661-91141	Graphics Table Interface Card -RFI	102.00	66.00	2
D	661-91142	Graphics Tablet Stylus -RFI	126.00	76.00	2
	661-92016	Graphics Tablet Interface (non RFI) (replaced by 661-91141)			2
	REPLACEMENT PARTS				
	590-0085	Cable Assy, Internal	32.00		1
	590-0102	Cable Assy Stylus, Internal	37.00		1
	OTHER PARTS				
	600-8010	Assy, Installation Hardware (AII/II+ and AIIe)	18.00		
	825-0039	Overlay Apple Graphics Tablet	32.00		
	ADJUSTMENTS				
	NONE				

OTHER INPUT DEVICES

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

SG	PART NO.	DESCRIPTION	STOCK	EXCH	RC
	KITS				
	NONE				
	MODULES				
D	661-95132	Apple IIe-IIc Hand Controllers	$ 28.00	19.00	2
D	661-95133	Apple IIe-IIc Joystick, Platinum	39.00	31.00	2
	REPLACEMENT PARTS				
	590-0132	Cable, Hand Controllers IIe	12.00		1
	590-0187	Cable, Joystick IIe/IIc, Beige	12.00		1
	590-0560	Cable, Joystick IIe/IIc, Smoke	12.00		1
	705-0072	Hand Controller, Pushbutton Switch	1.00		1
	OTHER PARTS				
	101-4271	Joystick, Resistor, 270 ohm	1.00		
	109-0430	Hand Controller, Potentiometer	5.20		
	699-0097	Gimbal Assy, Joystick	29.00		
	ADJUSTMENTS				
	NONE				

EXTERNAL CABLES

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

Mother Product	RC	Part No	Description	Service Provider Price
Apple II/Apple II Plus	1	590-0042	External Parallel Printer Cable (DB-25)	$ 29.00
Apple IIe	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
	1	590-0536	Cable, RGB Video, CPU to Monitor	17.00
Apple IIc	1	699-0228	RF Modulator Cable	5.60
Apple IIc Plus	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
Apple IIGS	1	590-0361	Cable, ADB Keyboard (1 meter)	10.00
	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
	1	590-0536	Cable, RGB Video, CPU to Monitor	17.00
	1	590-0550	Peripheral Adapter Cable (Apple IIGS)	21.00
	1	590-0552	Cable, APM-IW II/LQ to AIIGS & Mac Plus, Smoke	19.00
	1	590-0575	Cable, Mini DIN 8 to Mini DIN 8, MIDI	9.90
	1	590-0576	Cable, DIN 5 to DIN 5, MIDI	9.30
Macintosh 128K/512K/512Ke	1	590-0167	Cable, Internal, Floppy Drive (Red Stripe)	9.00
	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
	1	590-0437	Cable, Internal, 3.5 Drive (Yellow Stripe)	9.00
Macintosh Plus	1	590-0167	Cable, Internal, Floppy Drive (Red Stripe)	9.00
	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
	1	590-0437	Cable, Internal, 3.5 Drive (Yellow Stripe)	9.00
	1	590-0552	Cable, APM-IW II/LQ to AIIGS & Mac Plus, Smoke	19.00
	1	590-0575	Cable, Mini DIN 8 to Mini DIN 8, MIDI	9.90
	1	590-0576	Cable, DIN 5 to DIN 5, MIDI	9.30
	1	699-0430	Cable, Peripheral Adapter, Macintosh Plus, Smoke	13.00
Macintosh SE	1	590-0211	Cable, Internal, HDA, SCSI	7.50
	1	590-0237	Cable, LED (Red)	4.90
	1	590-0361	Cable, ADB Keyboard (1 meter)	10.00
	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
	1	590-0392	Cable, Logic Board Power Interconnect	12.00
	1	590-0437	Cable, Internal, 3.5 Drive (Yellow Stripe)	9.00
	1	590-0505	Cable, Internal, HDA, Power	8.90
		590-0527	Cable, HDA LED (Fits 1" Height Drives)	4.00
	1	590-0575	Cable, Mini DIN 8 to Mini DIN 8, MIDI	9.90

EXTERNAL CABLES

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

Mother Product	RC	Part No	Description	Service Provider Price
Macintosh SE	1	590-0576	Cable, DIN 5 to DIN 5, MIDI	$ 9.30
Macintosh SE/30	1	590-0211	Cable, Internal, HDA, SCSI	7.50
	1	590-0237	Cable, LED (Red)	4.90
	1	590-0361	Cable, ADB Keyboard (1 meter)	10.00
	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
	1	590-0392	Cable, Logic Board Power Interconnect	12.00
	1	590-0437	Cable, Internal, 3.5 Drive (Yellow Stripe)	9.00
	1	590-0505	Cable, Internal, HDA, Power	8.90
		590-0527	Cable, HDA LED (Fits 1" Height Drives)	4.00
	1	590-0575	Cable, Mini DIN 8 to Mini DIN 8, MIDI	9.90
	1	590-0576	Cable, DIN 5 to DIN 5, MIDI	9.30
Macintosh Classic/Classic II	1	590-0167	Cable, Internal, Floppy Drive (Red Stripe)	9.00
	1	590-0211	Cable, Internal, HDA, SCSI	7.50
	1	590-0361	Cable, ADB Keyboard (1 meter)	10.00
	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
	1	590-0521	Cable, HDA, Power	10.00
Macintosh LC	1	076-0540	Self-Terminating Cable, 2-meter, Ethernet	18.00
	1	076-0541	Self-Terminating Cable, 5-meter, Ethernet	29.00
	1	076-0542	Self-Terminating Cable, Plenum, 13-meter, Ethernet	59.00
	2	590-0228	Cable, Internal, HDA, SCSI	4.00
	2	590-0303	Cable, HDA, Power	4.00
	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
	2	590-0524	Cable, 1.4MB, FDHD, Internal	2.00
	1	590-0703	Cable, Apple IIe Card	16.20
Macintosh II	1	590-0152	Cable, ADB, 2 meter	9.00
	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
	1	590-0505	Cable, Internal, HDA, Power	8.90
	1	590-0566	Cable, Internal, HDA, SCSI	10.00
	1	590-0575	Cable, Mini DIN 8 to Mini DIN 8, MIDI	9.90
	1	590-0576	Cable, DIN 5 to DIN 5, MIDI	9.30
	2	661-0587	Video Card, Mac II Portrait Display DB15 & Video Cable	395.00
Macintosh IIx	1	590-0152	Cable, ADB, 2 meter	9.00
	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
	1	590-0505	Cable, Internal, HDA, Power	8.90
	1	590-0566	Cable, Internal, HDA, SCSI	10.00

EXTERNAL CABLES

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

Mother Product	RC	Part No	Description	Service Provider Price
Macintosh IIx	1	590-0575	Cable, Mini DIN 8 to Mini DIN 8, MIDI	$ 9.90
	1	590-0576	Cable, DIN 5 to DIN 5, MIDI	9.30
	2	661-0587	Video Card, Mac II Portrait Display DB15 & Video Cable	395.00
Macintosh IIfx	1	590-0152	Cable, ADB, 2 meter	9.00
	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
	1	590-0566	Cable, Internal, HDA, SCSI	10.00
	1	590-0575	Cable, Mini DIN 8 to Mini DIN 8, MIDI	9.90
	1	590-0576	Cable, DIN 5 to DIN 5, MIDI	9.30
	2	661-0587	Video Card, Mac II Portrait Display DB15 & Video Cable	395.00
Macintosh IIcx	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
	1	590-0505	Cable, Internal, HDA, Power	8.90
		590-0527	Cable, HDA LED (Fits 1" Height Drives)	4.00
	1	590-0575	Cable, Mini DIN 8 to Mini DIN 8, MIDI	9.90
	1	590-0576	Cable, DIN 5 to DIN 5, MIDI	9.30
	1	590-0609	Cable, Internal, HDA, SCSI	9.60
	2	661-0587	Video Card, Mac II Portrait Display DB15 & Video Cable	395.00
Macintosh IIci	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
		590-0527	Cable, HDA LED (Fits 1" Height Drives)	4.00
	1	590-0575	Cable, Mini DIN 8 to Mini DIN 8, MIDI	9.90
	1	590-0576	Cable, DIN 5 to DIN 5, MIDI	9.30
	1	590-0609	Cable, Internal, HDA, SCSI	9.60
	2	661-0587	Video Card, Mac II Portrait Display DB15 & Video Cable	395.00
Macintosh IIsi	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
	1	591-0025	Cable, 1.4MB FDHD, Internal	2.00
	1	591-0026	Cable, Internal, HDA SCSI	4.00
	1	591-0027	Cable, HDA, Power	4.00
Macintosh Quadra 700	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
		590-0527	Cable, HDA LED (Fits 1" Height Drives)	4.00
	1	590-0575	Cable, Mini DIN 8 to Mini DIN 8, MIDI	9.90
	1	590-0576	Cable, DIN 5 to DIN 5, MIDI	9.30
	1	590-0609	Cable, Internal, HDA, SCSI	9.60
	2	661-0587	Video Card, Mac II Portrait Display DB15 & Video Cable	395.00
Macintosh Quadra 900	1	590-0152	Cable, ADB, 2 meter	9.00

EXTERNAL CABLES

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

Mother Product	RC	Part No	Description	Service Provider Price
Macintosh Quadra 900	1	590-0501	Cable from FDHD SuperDrive to Logic Board	$ 4.60
	1	590-0502	Cable, Display, Original Portable	21.00
	1	590-0507	Cable, Keyboard/Trackball/Numeric Keypad to Logic Board	6.40
	1	590-0515	Cable, Floppy	3.50
	1	590-0517	Cable, HD Power	4.00
	1	590-0518	Cable, SCSI Device Select	6.00
	1	590-0528	Cable, SCSI (with Terminator)	35.00
	1	590-0575	Cable, Mini DIN 8 to Mini DIN 8, MIDI	9.90
	1	590-0576	Cable, DIN 5 to DIN 5, MIDI	9.30
	1	590-0760	Cable, AC Power	4.00
		630-6097	Assembly, Drive Shelf (includes velcro cable straps)	15.00
	2	630-6280	Display Cable, Backlit Portable	25.00
	1	630-6387	Cable, Display, Backlit Upgrade	53.00
	2	661-0587	Video Card, Mac II Portrait Display DB15 & Video Cable	395.00
Macintosh Portable	1	590-0501	Cable from FDHD Apple SuperDrive to Logic Board	4.60
	1	590-0502	Cable, Display, Original Portable	21.00
	1	590-0507	Cable, Keyboard/Trackball/Numeric Keypad to Logic Board	6.40
	1	590-0590	Cable, Telephone	3.50
	2	630-6280	Display Cable, Backlit Portable	25.00
	1	630-6387	Cable, Display, Backlit Upgrade	53.00
Macintosh PowerBook 100	2	076-0445	Flex Cable, HDA (with shield)	19.00
	1	590-0590	Cable, Telephone	3.50
	1	590-0717	Cable, HDI-30, SCSI System	24.00
	1	590-0718	Cable, HDI-30, SCSI Adapter	22.50
	1	590-0719	Cable, HDI-20, Drive to CPU	45.00
	1	821-0655	Cable, Flex, 19mm-high Floppy Drive	4.50
		949-0338	Cover, Interconnect Cables	2.00
Macintosh PowerBook 140/170	1	590-0717	Cable, HDI-30, SCSI System	24.00
	2	630-0534	Cable Assy, HDA	4.50
	1	821-0655	Cable, Flex, 19mm-high Floppy Drive	4.50
Monitor II/Monochrome Mon IIe	1	590-0539	Cable, Monitor II Video, Smoke	4.00

EXTERNAL CABLES

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

Mother Product	RC	Part No	Description	Service Provider Price
Monitor IIc	1	590-0261	Monitor IIc AC Power Cable (115V)	$ 15.00
	1	590-0539	Cable, Monitor II Video, Smoke	4.00
Monitor ///	1	590-0539	Cable, Monitor II Video, Smoke	4.00
Apple Monochrome Monitor	1	590-0539	Cable, Monitor II Video, Smoke	4.00
AppleColor Monitor 100	1	590-0536	Cable, RGB Video, CPU to Monitor	17.00
Color Composite Monitor IIe & IIc	1	590-0539	Cable, Monitor II Video, Smoke	4.00
ColorMonitor IIe & IIc	1	590-0539	Cable, Monitor II Video, Smoke	4.00
AppleColor RGB Monitor	1	590-0536	Cable, RGB Video, CPU to Monitor	17.00
High-Res Monochrome Monitor	1	590-0372	Cable, External Power, Domestic (120V)	22.00
	1	590-0422	Cable, External Power, European (220V)	22.00
	1	590-4161	Cable, CPU to Monitor, 1.75 Meter	23.00
AppleColor High-Res RGB Monitor	1	590-0372	Cable, External Power, Domestic (120V)	22.00
	1	590-0422	Cable, External Power, European (220V)	22.00
	1	590-4161	Cable, CPU to Monitor, 1.75 Meter	23.00
Two-Page Monochrome Monitor	1	590-0371	Cable, Power, 1.9M, U.S.	16.00
	1	590-0391	Cable, Assembly, LED	11.00
	1	590-0393	Cable, Power Supply, 6 Pin	11.00
	1	590-0395	Cable, Flat, Main Board/Video Board, 12 Pin	13.00
	1	590-0397	Cable, Main Board/Video Board, 3 Pin	6.20
	1	590-0398	Cable, Flat, Main Board/Video Board, 14 Pin	16.00
	1	590-0615	Cable, Video, DB15 to DB25	30.00
Apple Macintosh Portrait Display	1	590-0371	Cable, Power, 1.9M, U.S.	16.00
	1	590-0421	Cable, Power 1.9M, European	30.00
	1	590-0615	Cable, Video, DB15 to DB25	30.00

EXTERNAL CABLES

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

Mother Product	RC	Part No	Description	Service Provider Price
Apple Macintosh Portrait Display	1	590-4501	Cable, ADB, CPU/Tilt Swivel Monitor Stand	$ 10.00
Macintosh 12" RGB Monitor	1	590-0370	Cable, External Power Hi-Res (1M)	22.00
	1	590-0693	Cable, CPU to Monitor, Macintosh 12" RGB	22.00
	1	930-0008	LED Assembly with Cable	5.00
Macintosh 12" Monochrome Display	1	590-0370	Cable, External Power Hi-Res (1M)	22.00
	1	590-4510	Cable, CPU to Monitor	18.00
		815-1156	Cable Storage Bobbin	1.00
Macintosh 21" Color Display	1	590-0373	Power Cable, AC, 110V, Smoke	20.00
	1	590-0423	Power Cable, AC, 220V, Smoke	20.00
	2	590-0466	Cable, Degaus Coil/Magnatometer Degauss Board	24.00
	2	590-0467	Cable, Position Sensor/Magnatometer Degauss Board	16.00
	2	590-0468	Cable, Flat, Brightness Control Assembly/Video Filter Board	24.00
	2	590-0469	Cable, Flat, Power Supply/Video Filter Board/Main Board	24.00
	1	590-0615	Cable, Video, DB15 to DB25	30.00
	2	590-0626	Cable, Internal ADB, Tilt Swivel Monitor Stand	24.00
	1	590-4501	Cable, ADB, CPU/Tilt Swivel Monitor Stand	10.00
ProFile - ProFile 10	1	590-0202	Cable, External	45.00
DuoDisk	1	590-0114	DuoDisk Cable	37.00
	1	590-0223	Cable Assembly, LED	5.00
UniDisk - Apple 5.25 Drive	1	590-0327	Assembly, Cable Drive to CPU	49.00
	1	590-0367	Cable, Drive to CPU-Smoke	39.00
Disk IIc	1	590-0212	Disk IIc Cable	33.00
	1	590-0221	Disk IIc LED Cable	5.60
Macintosh Disk Drive	1	590-0255	Cable, External 800K Disk Drive	52.00
Hard Disk 20	1	590-0260	Cable, Power	3.30

EXTERNAL CABLES

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

Mother Product	RC	Part No	Description	Service Provider Price
Hard Disk 20	1	590-0324	Cable, HD 20 to Macintosh	$ 33.00
	1	590-0336	Cable, HDA to Controller	7.10
Hard Disk 20/40/80/160SC	1	590-0235	SCSI-Device-to-Case Cable	30.00
	1	590-0237	Cable, LED (Red)	4.90
	1	590-0238	Cable, SCSI Select	12.00
	1	590-0260	Cable, Power	3.30
	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
		590-0527	Cable, HDA LED (Fits 1" Height Drives)	4.00
	1	658-8031	System Cable (CPU to SCSI Device)	25.00
	1	658-8032	Cable Terminator	17.00
	1	658-8033	Cable Extender	21.00
	1	658-8034	Cable, Peripheral Interface	22.00
Apple Tape Backup 40SC	1	590-0235	SCSI-Device-to-Case Cable	30.00
	1	590-0238	Cable, SCSI Select	12.00
	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
	1	658-8031	System Cable (CPU to SCSI Device)	25.00
	1	658-8032	Cable Terminator	17.00
	1	658-8033	Cable Extender	21.00
	1	658-8034	Cable, Peripheral Interface	22.00
UniDisk 3.5	1	590-0321	External Drive Cable	45.00
Apple 3.5 Drive	1	590-0360	Cable, External Drive, Smoke	
	1	590-4360	Cable, External Drive	45.00
Apple PC 5.25 Drive	1	590-0368	Cable, Smoke	75.00
AppleCD SC/SC Plus	1	590-0235	SCSI-Device-to-Case Cable	30.00
	1	590-0264	SCSI-Device-to-Case Cable, AppleCD SC Plus	30.00
	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
	1	658-8031	System Cable (CPU to SCSI Device)	25.00
	1	658-8032	Cable Terminator	17.00
	1	658-8033	Cable Extender	21.00
	1	658-8034	Cable, Peripheral Interface	22.00
1.44 MB SuperDrive/HDI-20 Drive	1	590-0719	Cable, HDI-20, Drive to CPU	45.00
	1	590-4360	Cable, External Drive	45.00
	1	699-0479	Cable Interface Board, HDI-20 to Flex	6.00

EXTERNAL CABLES

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

Mother Product	RC	Part No	Description	Service Provider Price
1.44 MB SuperDrive/HDI-20 Drive	1	821-0655	Cable, Flex, 19mm-high Floppy Drive	$ 4.50
Apple Modems	1	076-8075	Cable Assy, RJ-11	8.60
	1	590-0121	Cable Assy, Interface (Apple II, Apple ///, Lisa)	27.00
	1	590-0192	Cable Assembly, Interface (Apple IIc)	30.00
	1	590-0197	Cable Assy, Interface (Macintosh)	34.00
	1	590-0550	Peripheral Adapter Cable (Apple IIGS)	21.00
	1	699-0430	Cable, Peripheral Adapter, Macintosh Plus, Smoke	13.00
Apple Personal Modem	1	076-8075	Cable Assy, RJ-11	8.60
	1	590-0551	Cable, APM/ImageWriter II/LQ to Macintosh, Smoke	17.00
	1	590-0552	Cable, APM-IW II/LQ to AIIGS & Mac Plus, Smoke	19.00
	1	590-0554	Cable, APM/ImageWriter II/LQ to Apple IIc, Smoke	15.00
	1	590-0555	Cable, APM/ImageWriter II/LQ to Apple /// & /// Plus, Smoke	19.00
AppleLine	1	590-0169	Cable, Serial Printer Interface, Macintosh	34.00
	1	590-0214	Gender Cable Assembly	11.00
LocalTalk	1	630-8125	Lisa/Macintosh XL Connector Kit	53.00
	1	630-8272	Locking Connector Kit, DB-9	42.00
	1	630-8273	10 Meter Cable Kit, (Locking)	45.00
	1	630-8276	25 Meter Cable Kit, (Locking)	75.00
AppleFax Modem	1	076-8075	Cable Assy, RJ-11	8.60
Networking Cards & Cables	1	076-0540	Self-Terminating Cable, 2-meter, Ethernet	18.00
	1	076-0541	Self-Terminating Cable, 5-meter, Ethernet	29.00
	1	076-0542	Self-Terminating Cable, Plenum, 13-meter, Ethernet	59.00
	1	590-0690	Apple Hydra Cable (for Serial NuBus)	77.00
	1	590-0691	Apple V.35 Cable	113.00
LaserWriter - LaserWriter Plus	3	590-0283	Power Cord, 115 VAC, RT Angle, White	11.00
	1	590-0380	Power Cable, AC, 110V, Smoke	4.60

EXTERNAL CABLES

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

Mother Product	RC	Part No	Description	Service Provider Price
LaserWriter II	1	590-0380	Power Cable, AC, 110V, Smoke	$ 4.60
Laserwriter IIf/IIg	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
Apple Personal LW SC & NT	1	569-0047	Cable, Cassette Sensor	20.00
	1	569-0048	Cable, Optical Fiber	5.00
	1	569-0049	Cable, Fuser AC Connector	5.00
	1	569-0060	Cable, Thermistor	10.00
	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
	1	890-0606	Assy, Cable, Pick-up	5.00
	1	890-8604	Cable, Bottom Assembly	12.00
	1	890-8605	Cable, Assembly, Multi-Purpose	35.00
Apple Personal Laserwriter LS	1	569-0047	Cable, Cassette Sensor	20.00
	1	569-0048	Cable, Optical Fiber	5.00
	1	569-0049	Cable, Fuser AC Connector	5.00
	1	569-0060	Cable, Thermistor	10.00
	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
	1	890-0606	Assy, Cable, Pick-up	5.00
	1	890-8604	Cable, Bottom Assembly	12.00
	1	890-8605	Cable, Assembly, Multi-Purpose	35.00
Daisy Wheel Printer	1	590-0191	Cable, Printer Interface AIIc	25.00
Dot Matrix Printer	1	590-0042	External Parallel Printer Cable (DB-25)	29.00
Apple StyleWriter		076-0389	Cable, Operation Panel	1.30
ImageWriter	1	590-0037	Cable, Serial Interface, Apple II	21.00
	1	590-0169	Cable, Serial Printer Interface, Macintosh	34.00
	1	590-0191	Cable, Printer Interface AIIc	25.00
	1	970-0867	Cable Assy, Power Switch/Control Panel-15	7.50
ImageWriter II	1	590-0551	Cable, APM/ImageWriter II/LQ to Macintosh, Smoke	17.00
	1	590-0552	Cable, APM-IW II/LQ to AIIGS & Mac Plus, Smoke	19.00
	1	590-0554	Cable, APM/ImageWriter II/LQ to Apple IIc, Smoke	15.00
	1	590-0555	Cable, APM/ImageWriter II/LQ to Apple /// & /// Plus, Smoke	19.00

EXTERNAL CABLES

Additional information pertaining to the SG (Stocking Guidelines) column may be referred to in the Ordering section of this manual. Additional information pertaining to the RC (Reimbursement Code) column may be referred to in the Financials section of this manual.

Mother Product	RC	Part No	Description	Service Provider Price
ImageWriter II	1	936-0034	Cable, Sheet Feeder	$ 5.50
ImageWriter II/L	1	590-0551	Cable, APM/ImageWriter II/LQ to Macintosh, Smoke	17.00
	1	590-0552	Cable, APM-IW II/LQ to AIIGS & Mac Plus, Smoke	19.00
	1	590-0554	Cable, APM/ImageWriter II/LQ to Apple IIc, Smoke	15.00
	1	590-0555	Cable, APM/ImageWriter II/LQ to Apple /// & /// Plus, Smoke	19.00
	1	590-4555	Cable, SF, ImageWriter II/L	5.50
ImageWriter LQ	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
	1	590-0551	Cable, APM/ImageWriter II/LQ to Macintosh, Smoke	17.00
	1	590-0552	Cable, APM-IW II/LQ to AIIGS & Mac Plus, Smoke	19.00
	1	590-0554	Cable, APM/ImageWriter II/LQ to Apple IIc, Smoke	15.00
	1	590-0555	Cable, APM/ImageWriter II/LQ to Apple /// & /// Plus, Smoke	19.00
Scribe Printer	1	590-0037	Cable, Serial Interface, Apple II	21.00
	1	590-0166	Modem Eliminator Cable Assembly	33.00
	1	590-0169	Cable, Serial Printer Interface, Macintosh	34.00
Color Plotter	1	590-0191	Cable, Printer Interface AIIc	25.00
Apple Scanner/Apple OneScanner		076-0298	Holder, Ribbon Cable, 5/pk, 4-bit	3.30
	1	590-0380	Power Cable, AC, 110V, Smoke	4.60
	1	590-0525	Cable, Optical Assembly/Main Logic Board, 8-bit	3.00
	1	936-0043	Cable, Optical Assy/Main Logic Board, 4-bit	8.60
	1	936-0044	Cable, Scan Switch Assy	4.60
	1	936-0045	Cable, Limit Switch Assy	3.20
	1	936-0047	Cable, Power Supply Board/Main Logic Board	23.00
Common Mac Input Devices (ADB)	1	590-0361	Cable, ADB Keyboard (1 meter)	10.00

SECTION 8: PRODUCT NOTICES

SPECIAL PACKAGING AND PROCEDURES 8.1.1
Misconfigured Modules 8.1.3
PRODUCT SPECIFIC POLICY INFORMATION 8.2.1
Macintosh 8.2.1
Apple IIe 8.2.2
Apple III 8.2.2
Apple II+ 8.2.3
Apple II/II+ 8.2.3
Monitor IIc 8.2.4
LaserWriter 8.2.4
SPECIAL FINISHED GOODS UPGRADE PROGRAM NOTES 8.3.1
General Finished Goods Upgrade Returns 8.3.1
SIMMs Upgrade Module Policy 8.3.1
REPAIR EXTENSION OVERVIEW 8.4.1
REPAIR EXTENSION AND/OR PART NUMBER REFERENCE SHEET 8.5.1
REPAIR EXTENSION PROGRAM - CPUs 8.6.1
Macintosh Video Cards 8.6.1
Macintosh Portable 8.6.1
Macintosh IIcx/IIci 8.6.3
Macintosh II/IIx/IIfx 8.6.4
Macintosh SE and SE/30 ..... 8.6.6
Macintosh Plus/512K/512Ke 8.6.7
Macintosh 128K/512K 8.6.8
Lisa/Macintosh XL 8.6.8
Apple IIGS 8.6.9
Apple IIc 8.6.13
Apple IIe 8.6.15
REPAIR EXTENSION PROGRAM - DISK DRIVES 8.7.1
20MB/40MB Hard Drive 8.7.1
AppleCD SC Drive 8.7.4
3.5" Hard Disk 40SC 8.7.5
Apple 3.5 Daisy Chain Interface Board 8.7.6
5.25" Hard Disk 40SC 8.7.7
DuoDisk 8.7.7
REPAIR EXTENSION PROGRAM - PRINTERS 8.8.1
ImageWriter LQ 8.8.1
LaserWriter Plus 8.8.2
Apple Scanner 8.8.2
Scribe Printer 8.8.3
REPAIR EXTENSION PROGRAM - MONITORS 8.9.1
Apple Portrait Display Monitor 8.9.1
Apple High-Res RGB Monitor 8.9.2
Monitor II 8.9.3
REPAIR EXTENSION PROGRAM - DATA COMMUNICATIONS 8.10.1
AppleFax Modem ROM Upgrade 8.10.1
LocalTalk PC ROM Upgrade 8.10.2
REPAIR EXTENSION PROGRAM - INPUT DEVICES 8.11.1
Apple Desktop Bus Mouse 8.11.1
Numeric Keypad--Apple IIe 8.11.2

SPECIAL PACKAGING AND PROCEDURES

Certain modules are prone to damage while being transported, therefore it is **mandatory** that these items are put in their **special packages or have special packaging procedures** that will prevent damage while being shipped to Apple. This includes placing all modules in static-shielding bags. If the proper packaging is not used, a surcharge will be applied. Packaging can be ordered from Customer Service as you would order any other Service part. For more information regarding general packaging requirements, refer to the Packaging and Shipping Instructions in the REPAIRING section of this manual and the table on the next page. Special packaging procedures are noted in the *Technical Procedures* manuals.

Below is a listing of the Packaging part numbers and their descriptions. Prices for this packaging is located in the PRICES section of this manual

Service Packaging Part Numbers

003-0003	Packing Diskette, 2 sided (for transporting)
602-0048	Macintosh XL Hard Disk Packaging
602-0117	Service Packaging, HDA w/ analog board
602-0129	ProFile packaging, Level 1
602-0148	Service Packaging, 5.25 HDA
602-0154	Packaging Assy, Col Mon IIe-H (Composite IIe-H)
602-0164	Service Packaging, HDA, 3.5 inch half-height drives (replaced by 602-0282 or 602-0308)
602-0210	Service Packaging, 800K/Apple SuperDrive
602-1026	Service Packaging, 5.25 HDA
602-0282	Svc Packaging, HDA, 3.5" 1" high and half-height drive w/carriers
602-0307	Service Packaging, HDA, 2.5 inch Drives
602-0308	Svc. Pkg., HDA 3.5", 1" high drives w/o carriers (Also for 19mm high floppy)

SPECIAL PACKAGING TABLE

Packaging #

Module #	003-0003	602-0210	602-0308	602-0129	602-0117	602-0148	602-0282	602-0308	602-0307	602-0048	602-0154	602-1026	Packaging Penalty
661-0302						√							150.00
661-0305	√	√											50.00
661-0317											√		50.00
661-0342							√						50.00
661-0345	√	√											150.00
661-0373								√					150.00
661-0391							√						150.00
661-0411							√						150.00
661-0457							√						150.00
661-0464								√					150.00
661-0474		√											50.00
661-0540								√					150.00
661-0561								√					150.00
661-0584												√	150.00
661-0600								√					150.00
661-0601												√	150.00
661-0612								√					150.00
661-0613								√					150.00
661-0614				√					√				150.00
661-0624				√				√	√				150.00
661-0625								√					150.00
661-1622										√			150.00
661-1623				√					√				150.00
661-1629								√					150.00
661-1630										√			150.00
661-1638												√	150.00
661-1639								√					150.00
661-1640												√	150.00
661-1641								√					150.00
661-93176											√		150.00
661-94504					√								150.00
661-94530					√								150.00

Misconfigured Modules

The configuration of all service modules is defined in the *Module Identification Manual.* **Apple reserves the right to levy a charge for missing parts on modules we receive (for example, a keyboard cable) or to return modules that contain extra items (for example, SIMMs).**

Macintosh

Macintosh ROM Policy Change
(Announced September 90)

Apple offers Macintosh ROMs as No-Stocking modules only.

Since the Macintosh ROM status changed from Replacement Part to module, you must to return customers' ROMs to Apple, as you would any other module. **Failure to do so will result in a $500.00 charge for each ROM not returned.** Use these ROMs only for repairing failed ROMS. For complete information, refer to the PRICES section.

Macintosh SE Logic Boards
(Announced September 90)

Use the Macintosh SE Logic Board (FDHD, SuperDrive), part number 661-0536, when repairing Macintosh SE's originally manufactured with SuperDrives. These systems have either "FDHD" or "SuperDrive" printed below the Macintosh SE on the front bezel.

Use the Macintosh SE Logic Board (800K), part number 661-0526, when repairing Macintosh SE's originally manufactured with 800K drives **(including systems that have received the SuperDrive upgrade)**. When replacing the logic board on a Macintosh SE that has been upgraded with a SuperDrive, remove the ROMs and SWIM chip from the customer's logic board and install them on the Macintosh SE exchange logic board (part number 661-0526).

System Hardware Upgrades
(Updated March 90)

Third-party developers offer internal hardware modifications such as **non-SIMM memory expansions, composite video ports, and some hard disk drives. Apple will not honor warranty or AppleCare claims for any Macintosh system that has undergone any of these modifications. In addition, modules that have been modified or altered are not eligible for exchange**. Any altered modules received by Apple will be returned to the dealer. It is important that you identify altered parts and ensure proper customer billing to avoid costly mistakes.

An exception is the "Clip" version of HyperDrive, which does **not** void Apple's One-Year Limited Warranty or Apple**Care** coverage **if properly installed by an Authorized Apple Service Provider or by General Computer**.

Apple and third-party hardware upgrades have installation requirements, which are reviewed in "Customer System Hardware Upgrades" in the Repairing section.

Apple IIe

"VAR" Rev. A Logic Boards
(Announced August 84)

There are some "VAR" Apple IIe Rev. A logic boards in the installed base that are not eligible for exchange. A VAR board may be identified by "VAR" stamped in one of two locations. On the component side of the boards, the stamp will appear on the right-hand side, just below the card expansion slots. On the solder side of the board, the stamp will be on the lower left corner. "VAR" logic boards received by Apple for exchange will be returned to the dealer.

Apple III

12 Volt Memory Board and Logic Board Repairs
(Announced November 84)

Only the 5V 256K version of the Apple /// Memory and 5V Logic Boards is available for purchase or exchange from Apple.

- All defective 12V Memory and Logic Boards returned to Apple for exchange will automatically be replaced with 5V boards.

- All Memory Boards sent to the dealer from Apple will contain 256K.

- Customers with defective 128K Memory Boards will be upgraded to 256K when you perform a repair using your service inventory.

If the 12-volt memory board fails, exchange the memory board and upgrade the logic board to 5-volt. Refer to the *Apple II/Apple III Archived Products Technical Procedures* for upgrade procedures. The parts cost to the customer is the exchange cost on the memory board and the cost of two ICs.

If the 12-volt logic board fails, exchange both the memory board and the logic board. The parts cost to the customer is the exchange cost on each board.

The net effect is that all customers with Apple /// 12V or 5V 128K systems will be converted to 5V 256K systems for a nominal charge when a Memory Board or 12V Logic Board failure occurs.

Apple II+

Bell and Howell Systems

Apple does not exchange Bell and Howell keyboards. Bell and Howell accepted responsibility for support of the systems with black exteriors. The black keyboard is unacceptable for exchange with Apple. Black keyboards received by Apple for exchange will be returned to the dealer.

Apple II/II+

Parallel Printer Card Replaced by Parallel Interface Card

(Announced March 85)

Although you may continue to exchange the Parallel Printer card, it is no longer available for purchase through Service. If you must replace a defective Parallel Printer Card with a Parallel Interface Card, it will be necessary to add two cables to complete the connection. (Refer to the Dot Matrix Printer configuration drawing in the *Apple II/Apple III Archived Products Technical Procedures*). These cables are part of the repair cost for out of warranty repairs. If the Parallel Printer Card is covered under an Apple**Care** agreement, the customer should not incur any expense for a substituted Interface Card or the corresponding cables.

Monitor IIc

Monitor IIc Case Exchange
(Announced December 85)

Normally, Apple will not accept modules for exchange that show signs of modification or damage. The case on the Monitor IIc cannot be replaced due to possible shock hazard. Therefore, when repairing a Monitor IIc, you may return the defective whole module for exchange even if a customer has inscribed a permanent identification on the case. This should have no effect on the customer exchange price.

LaserWriter

LaserWriter II
(Announced May 88)

SC Upgrades
After you perform an upgrade on a LaserWriter SC, make sure you return the original LaserWriter SC Controller Board to the customer.

If the customer is upgrading to the LaserWriter NTX controller, Apple recommends that the 1 megabyte (1M) of SIMMs memory be removed from the LaserWriter SC controller and installed on the LaserWriter NTX controller to make it a 3M controller.

NT Upgrades
The suggested retail price difference between a LaserWriter NT and a LaserWriter NTX accounts for the credit you will receive when the LaserWriter NT board is returned to Apple. All board return information is enclosed in the Finished Goods box with the new LaserWriter NTX Controller Board. Since this is not a service issue, an Apple Authorized Transaction Form is not required for this upgrade.

LaserWriter Refurbishment Parts
(Announced March 88)

The parts replaced in a LaserWriter or LaserWriter Plus during refurbishment should either be returned to the customer or scrapped. Do not return these old parts to Apple:

1. Fuser Assembly (see note)
2. Paper Separation Belt
3. Preconditioner Exposure PCB
4. Ground Spring
5. Cassette Pickup Assembly

Note: The Fuser assembly is a module and is usually returned to Apple for exchange. However, when the Fuser assembly is replaced for a refurbishment it should be discarded. Apple can no longer repair it because of its high usage.

LaserWriter II Refurbishment Parts
(Announced July 88)

The parts replaced in a LaserWriter II during refurbishment should either be returned to the customer or scrapped. Do not return these old parts to Apple:

1. Fuser Assembly (see note)
2. Paper Feed Assembly
3. Transfer Guide Assembly
4. Preconditioner Exposure Assembly
5. Transfer Corona Assembly

Note: The Fuser assembly is a module and is usually returned to Apple for exchange. However, when the Fuser assembly is replaced for a refurbishment it should be discarded. Apple can no longer repair it because of its high usage.

SPECIAL FINISHED GOODS UPGRADE PROGRAM NOTES

General Finished Goods Upgrade Returns

When performing Finished Good upgrades, ensure that you return the required parts to the appropriate Finished Goods department using the following procedures:

A. Install the upgrade according to the installation procedures in the *Technical Procedures* manual.

B. Package the components to be returned from the upgrade in the materials provided.

C. Complete the Upgrade Product Return Form and enclose it with the components.

D. Adhere the return address label to the return box and send it to the FINISHED GOODS receiving department of your Support Center. (The return address label serves as your return authorization and will ensure faster turn around time.)

E. Return all Finished Goods upgrades to your Apple Support Center:

Apple Computer, Inc.
904 Caribbean Drive
Sunnyvale, CA 94089

Apple Computer, Inc.
5130 Parkway Plaza Bd.
Charlotte, NC 28217

SIMMs Upgrade Module Policy
(Announced January 88)

If there are any extra SIMMs left over after you install a Finished Goods memory upgrade on a Macintosh II, Macintosh SE, or Macintosh Plus, return them to the customer. Make sure you return the extra SIMMs to the customer in the same static-shielding bag they arrived in.

REPAIR EXTENSION PROGRAM OVERVIEW

In certain instances, Apple provides repairs of its products to customers at no cost. These repairs may include the replacement of Service parts, as well as adjustments made to products. Apple reimburses Service Providers a pre-determined amount for performing these services.

Service Providers will be paid a fixed fee to exchange modules and make authorized adjustments on each Apple Product under a Repair Extension Program. The fee is compensation for the time spent on each product. Reimbursement is paid on a "one per serialized product" basis and covers diagnosis, module and replacement part exchanges, adjustments, and administrative time.

Following is a complete summary of all Repair Extension Programs currently offered by Apple. For more complete information, refer to the Program Details section or to the Repair Extension Program folder located under the Service & Support icon on AppleLink.

REPAIR EXTENSION AND/OR PART NUMBER REFERENCE SHEET

Repair Extension program	Repair Extension Code	Part # returned and recorded on the Apple Authorized Transaction Form	Part # of new item sent back to you	RC Tier*
CPUs				
Macintosh Portable				
Macintosh Portable Power Adapter	OP30368	699-0505		†
Macintosh IIcx/IIci				
Macintosh IIcx 256K SIMM Upgrade	ONR4549	661-0402		2
Macintosh II/IIx/IIfx				
Mac II ROM	OMR1020	661-0528	661-0528	2
Macintosh II HMMU/PMMU Socket Upgrade	OMR2560	661-0528	661-0528	2
Macintosh SE and SE/30				
Mac SE Video Jitter	OMY617	661-0371	661-0371	2
Mac SE Fan Revision	OMV922	982-0024		†
Macintosh Plus/512K/512KE				
Mac Plus, 512K, & 512KE ROMs	OKJ767	661-0632 661-0633		†
Macintosh 128K/512K				
Mac 128K and 512K Rev. B Boot ROMs	OIJ191	661-0220 661-0221		1
Lisa/Macintosh XL				
Lisa/Macintosh XL Boot ROMs	OHB154	341-0175 341-0176		1
Apple IIGS				
Apple IIGS Power Supply	OLL444	661-0335		2
ProFile Interface Card ROM Upgrade	N/A*	341-0299		

* (No Repair Extension Code - please contact your Customer Service Account Specialist at your Apple Customer Service Center)

* RC Tier: Refer to the FINANCIALS section for information regarding Tiered Reimbursement.

† Refer to "Exceptions to the Tiered Reimbursement Schedule for Repair Extensions" in the FINANCIALS section for specific information on this reimbursement.

Repair Extension program	Repair Extension Code	Part # returned and recorded on the Apple Authorized Transaction Form	Part # of new item sent back to you	RC Tier*
CPUs (cont.)				
Apple IIGS				
Memory Expansion Card	OL0001	661-0336	661-0336	2
Memory Expansion Kit	OL0002	334-0021	334-0021	1
SCSI Interface Card ROM Upgrade	OLC123	341-0437		1
Video Graphics Controller and ROM Upgrade	OLR853	342-0077 and/or 344S0056		†
Apple IIc				
Apple IIc ROM Revision	ODR943	342-0445		1
ROM Upgrade for UniDisk 3.5	ODL660	661-91177	661-91177	2
ColorMonitor Interference	ODS519	805-5038		1
Serial Port Solutions	ODL299	661-91177	661-91177	2
Apple IIe				
Rev. A to Rev. B Logic Board Upgrade	OAA324	661-94119	661-91084	2
Disk Drives				
3.5" 20MB & 40MB Hard Drives	2DS406	661-0612	661-1629	2
		661-0464	661-1629	2
AppleCD SC Drive	2G07178	661-0110		†
3.5" Hard Disk 40SC	2E5791	661-0464	661-0464	†
Apple 3.5" Daisy Chain Drive	1F564M	076-0234		1
5.25" Hard Disk 40SC	2EV732	661-0391	661-0391	2
DuoDisk Capacitor Fix	1CL545	011-7025		†

* RC Tier: Refer to the FINANCIALS section for information regarding Tiered Reimbursement.

† Refer to "Exceptions to the Tiered Reimbursement Schedule for Repair Extensions" in the FINANCIALS section for specific information on this reimbursement.

Repair Extension program	Repair Extension Code	Part # returned and recorded on the Apple Authorized Transaction Form	Part # of new item sent back to you	RC Tier*
Printers				
ImageWriter LQ				
ImageWriter LQ Main Board	4HQ838	661-0541	661-0563	2
ImageWriter LQ Upgrade (Home Position Switch)	4HQ386	937-0030		1
LaserWriter Plus				
Revised LaserWriter Plus ROMs	5ER541	342-0103		3
Apple Scanner				
Apple Scanner Main LB Customer Modification	5G974AC	011-7106		†
Scribe Printer				
Scribe Control Panel Upgrade Assembly	5CS829	076-0266 342-0104		2
Monitors				
Apple Portrait Display Monitor				
Apple Portrait Display	3M5075	011-7602 949-0253		1
Apple High-Res RGB Monitor				
Mac II High-Res RGB Shimmer:				
Monitor Adjustment	3LA111	011-7095		1
Main Logic Board Adjust	3LK1251	661-0399	661-0399	2
Monitor II				
Monitor II Line Filter Board	3BY322	011-7101		1
Monitor II Power Cord	3BW135	970-0629		1
Data Communications				
AppleFax Modem ROM Upgrade	8GC0001	342-0387		†
LocalTalk PC ROM Upgrade	8E769S	342-0007		†

* RC Tier: Refer to the FINANCIALS section for information regarding Tiered Reimbursement.

† Refer to "Exceptions to the Tiered Reimbursement Schedule for Repair Extensions" in the FINANCIALS section for specific information on this reimbursement.

Repair Extension program	Repair Extension Code	Part # returned and recorded on the Apple Authorized Transaction Form	Part # of new item sent back to you	RC Tier*
Input Devices				
Apple Desktop Bus Low Power Mouse	OP23456	661-0479		†
Apple IIe Numeric Keypad Compatibility	7DA491	342-0132		1

* RC Tier: Refer to the FINANCIALS section for information regarding Tiered Reimbursement.

† Refer to "Exceptions to the Tiered Reimbursement Schedule for Repair Extensions" in the FINANCIALS section for specific information on this reimbursement.

Macintosh Video Cards

Macintosh Display Cards Revisions--4•8 and 8•24
(Announced August 91)

The 4•8 and 8•24 ROM revision is available through Service for customer upgrades. This ROM revision allows Macintosh 21" Color Display users to choose between 9300°K (the traditional Macintosh Standard White Point) and 6500°K (the Graphics Industry Standard White Point). The Service Upgrade kit containing the revision B ROM, P/N 076-0548, is required for customers who desire the Graphics Industry Standard White Point. Since purchase and installation of these parts is at the customer's discretion, it is, therefore, the customer's financial responsibility and is not covered by the Apple Limited Warranty. Apple will not provide a Tier Reimbursement.

You can identify the revised display card by the Rev. B ROM part number, 341-0868, found on the ROM label.

Macintosh Portable

Macintosh Portable Power Adapter--OP30368
(Announced June 91)

Overview
A small number of specific Macintosh Portable Power Adapters (part number 699-0505) are failing. The symptom of this failure is the adapter is unable to recharge the battery. Although this failure is more likely to occur when the battery is low (5.4V - 6.0V), all these adapters may eventually fail. Therefore, the Macintosh Portable Power Adapter Product Return Program is being instituted to return *all* affected power adapters. These power adapters present no safety hazard to the customer nor do they cause any potential damage to the system.

Which Adapters Are Affected?
An affected adapter can be identified by its place of manufacture and serial number. Return any adapter that is labeled:

1) "Made in Taiwan" and
2) Has a 13-digit serial number, ranging from 9048A2XXXXXXX to 9116A2XXXXXXX (inclusive)



These adapters were removed from Finished Goods. If you have an adapter in your Service Stock that meets these criteria, call your Customer Service Specialist to obtain an SRMA number to return the adapter to Apple.

These adapters were bundled with the backlit version of the Macintosh Portable that began shipping in March 1991 and are therefore still under warranty. However, we created a special product return program to quickly eliminate the problem in the installed base.

Returning and Replacing Customer Power Adapters
The Macintosh Portable Power Adapter Product Return Program, which covers customers who have adapters that meet the two criteria stated previously, extends until June 15, 1993. (The 90-day Apple Service Parts warranty or the remainder of the customer's One-Year Limited Warranty, whichever is longer, will cover the new adapter you give your customer.)

This program covers all qualified power adapters, whether they are working or not. (Non-failed adapters are treated as failed adapters, so they should be returned for reimbursement.) Because troubleshooting only requires identifying adapters within the affected serial number range, Service Providers are reimbursed at a special Tier of $30 per transaction. In addition, you receive parts credit for this repair.

When replacing affected adapters, do the following:

1) Supply your customer with a new, good adapter from your Service Stock inventory.

2) Record the following information on an Apple Authorized Transaction Form (AppleOrder Traveler, Apple's SmartForm Generic Parts Exchange/Warranty Reimbursement Form, or an SRO) to receive $30 reimbursement and parts credit for each adapter.

   - The customer/company information
   - The date the adapter was received
   - The Apple product name the adapter was bundled with
   - The Repair Extension Authorization Code OP30368
   - The part number, description, and Repair Confirmation Code (RCC) for the adapter

3) Return the power adapter to Apple through the Apple Direct Air Shipping and Handling Program. Even though the power adapter is a Replacement Part, we require that all adapters claiming this repair extension code be returned to us.

All valid claims must include this information. Refer to the REPAIRING section for more information on completing an Apple Authorized Transaction Form.

Macintosh IIcx/IIci

Macintosh IIcx 256K SIMM Upgrade--ONR4549
(Announced March 90)

A very limited number of 1MB Macintosh IIcx systems were manufactured with 256K SIMMs that will not function properly when upgraded with additional RAM.

Symptoms
If the malfunctioning SIMMs are installed in a unit with more than 1MB of memory, the following intermittent failure symptoms may occur:

- Error tones during bootup
- System hang during bootup
- Mouse freezes on the desktop
- System errors

These symptoms occur more often when the system is warm.

Identifying Problem SIMMs
The 256K SIMMs can be identified by the following characteristics:

Front
- Two vertically mounted DRAM chips on the ends of the SIMM module
- Revision "C" DRAM chip on the SIMM. "C" is the middle character in the three alpha/five numeric identifier (e.g. p/n "HCP xxxxx") on the chip.

Back
- A label on the back of the SIMM that reads **"Not for use in Mac SE"**
- The SIMM identification number "TM024HBD8-12L"

Any Apple SIMM modules that meet all four identification criteria will qualify for the Macintosh IIcx SIMM Repair Extension Program.

Repair Extension Authorization
To obtain reimbursement and parts credit, return the 256K SIMMs to Apple and record the repair extension authorization code "ONR4549" on the form.

If the SIMMs identified above are covered by Apple**Care** and meet the criteria of this program, do not list the exchange transaction under Apple**Care**.

Place each of the 256K SIMMs (four total) in individual anti-static bags. Package them for shipment to Apple, using the standard Apple Direct Air Shipping and Handling program, in one master shipping carton. Mark the individual bags 1 of 4, 2 of 4, etc.

Service Providers must complete one Apple Authorized Transaction Form for each system that requires a 256K SIMM exchange. Include the form in the master shipping carton.

Macintosh II/IIx/IIfx

Macintosh II ROM--OMR1020
(Announced February 88)

The Macintosh II with a Rev. A ROM logic board currently cannot recognize NuBus Cards with more than 1 MB of address space. Also, under certain timing situations, a problem with one of the HALs (NuBus support chips) prevents "fair" arbitration among the installed NuBus cards. As a result, any single card can take over the bus and refuse to relinquish it. As of February 1, 1988 Finished Goods is shipping new units with the upgraded boards.

The revised logic board contains new ROMs and a chip that allows the Macintosh II to interface with NuBus cards that have more than 1 MB of address space. You can identify the new ROMs by the "Revision B" on the chip. Since the NuBus support chip is soldered directly onto the logic board, Service Providers must replace the logic board to upgrade a customer

or a service stock unit. This upgrade is available at no charge to customers with cards requiring more than 1MB of address space with the Macintosh II. The upgrade is not mandatory unless a customer has a NuBus card with more than 1 MB of address space.

You do not need to upgrade your existing Macintosh II Logic Board Service inventory since you may use your current version board to repair a system with the Rev. A ROMs. Apple is automatically upgrading all logic boards returned for a repair with the new revision ROMs. If you are repairing a board with the new Rev. B ROMs and your inventory contains the Rev. A ROMs, you must order a new Rev. B Logic Board.

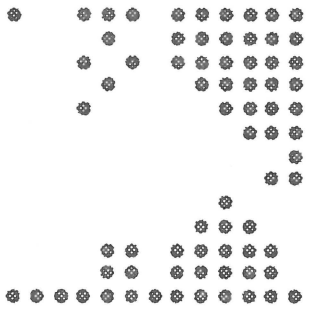
To obtain reimbursement and parts credit, record the Macintosh II Logic Board part number on an Apple Authorized Transaction Form. In addition, record the repair extension authorization code "OMR1020" on the form.

Macintosh II HMMU/PMMU Socket Upgrade--OMR2560
(Announced August 89)

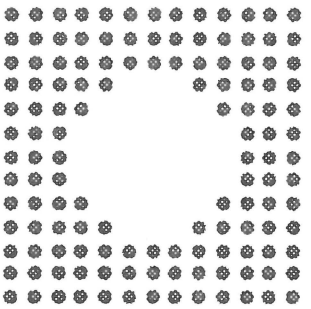
Overview
A limited number of Macintosh II CPUs were manufactured with an HMMU-unique socket that does not allow the CPU to function properly if a PMMU upgrade is installed. Customers who install a Finished Goods PMMU Upgrade Kit in a Macintosh II with an HMMU-unique socket are entitled to a Macintosh II Logic Board exchange at no cost.

How to Identify an HMMU Socket
To identify whether the system contains an HMMU-unique socket, look at the underside of the Macintosh II Logic Board. (Refer to your *Module Identification* manual for the location of the HMMU/PMMU on the Macintosh II Logic Board.)

- HMMU sockets, which accommodate HMMUs only, contain 70 gold contacts soldered through the board in a *random* pattern.



- HMMU/PMMU sockets, which accommodate either component, contain 132 gold contacts in a 13 by 13 pin pattern.



When a PMMU upgrade is installed in a Macintosh II CPU containing an HMMU-unique socket, many pins do not connect and the system will not boot.

Repair Extension Authorization
To obtain reimbursement and parts credit, return the Macintosh II Logic Board to Apple and record the part number on an Apple Authorized Transaction Form In addition, record the repair extension authorization code "OMR2560" on the form.

If a logic board with an HMMU-unique socket is covered by Apple**Care** and meets the criteria for this program, list the exchange transaction on the Apple Authorized Transaction Form, not under Apple**Care**.

Macintosh SE and SE/30

Macintosh SE Video Jitter--OMY617
(Announced March 88)

Some Macintosh SE systems with serial numbers preceding F749-XXXX have a video screen jitter in the upper left corner of the screen. The jitter is caused by components on the analog board. To correct this problem, you need to replace the analog board. Remember, when you exchange an analog board where the old fan is being replaced with the new fan that, due to physical tolerances, you are also required to install a new vertical video board. Failure to install the vertical video board with the new fan may cause CRT damage.

In cases where a screen jitter occurs, Apple is offering a repair extension. To obtain reimbursement and parts credit, return the customer's old analog board to Apple. The video board is a Replacement Part that does not have to be returned to Apple. In addition, record the repair extension authorization code "OMY617" on an Apple Authorized Transaction Form.

Macintosh SE Fan Revision--OMV922
(Announced January 88)

As of January 1988, Macintosh SE's were shipped with a revised fan. We are aware that some customers find the noise produced by the cross-flow fan an issue. The cross-flow fan does not affect the way the system operates and the noise is not exceptional. However, Apple realizes that some customers will want to order the new fan. Since purchase and installation of these parts is at the customer's discretion, it is, therefore, the customer's financial responsibility and is not covered by the Apple Limited Warranty.

A new video board was introduced at the same time, to accommodate the revised fan because the clearance between the old video board and new fan was inadequate. Macintosh SE Finished Goods units with "749" or greater in the first three digits of the serial number contain the new fan and video board. Failure to install a new video board with the new fan can damage the CRT.

If you are repairing a system with the new fan on the analog board make sure you replace it with another new version fan analog board.

To ensure compatibility, you must provide the video board free of charge to the customer. Provide it when you replace a defective analog board containing the old fan with an analog board containing the new fan. Use two separate Apple Authorized Transaction Forms: one when you provide the video board for compatibility; and another when the analog board is out of warranty. If the analog board is under warranty, you can put both transactions onto one Apple Authorized Transaction Form. In these cases, you can obtain parts credit by recording the repair extension authorization code "OMV922" on the form.

Macintosh Plus/512K/512KE

Macintosh Plus, 512K, & 512K Enhanced ROMs–OKJ767
(Announced April 87)

In 1987, Apple revised the Macintosh Plus and 800K floppy drive upgrade ROMs. The old and new versions of the ROMS are NOT compatible and should never be used together on the same logic board.

The ROM versions can be identified by the following:

Description	Part Number	Old Version	New Version
High Boot ROM	661-0632	-B	-C
Low Boot ROM	661-0633	-A	-B

The number and version are located on the surface of the ROM chip (for example, xxx-0632-C indicates the new version of the High Boot ROM).

Service Providers replacing one or both of these ROMs on the Macintosh Plus, 512K, and 512K Enhanced logic boards must be sure that the ROMs on the board are the same version.

If one ROM has failed and you must replace both ROMs to maintain proper version configuration, Apple will issue parts credit reimbursement for the **incompatible ROM**. To obtain reimbursement, do the following: Return the customer's **incompatible ROM** to Apple and record the ROM part number on an Apple Authorized Transaction Form. In addition, record the repair extension authorization code "OKJ767" on the form. The failed ROM should be sent back to Apple on a separate form.

Macintosh 128K/512K

Macintosh 128K & 512K Rev. B. Boot ROMs--OIJ191
(Announced June 85)

The 400K disk drive (Micro Disk Drive) shipped with a new type of stepper motor (identifiable by serial numbers of F518 or greater). These new stepper motors require different Boot ROMs (Revision B) for the 128K and 512K Macintosh Logic Boards.

If you are installing a drive with a new stepper motor in a system with Revision A ROMs, you must also replace the ROMs with Revision B ROMs. The drive will not boot if the ROMs are not updated.

To obtain parts credit for this procedure, do the following: Return the customer's Revision A ROMs to Apple and record the Revision B ROM part number on an Apple Authorized Transaction Form. In addition, record the repair extension authorization code "OIJ191" on the form.

Lisa/Macintosh XL

Lisa/Macintosh XL Boot ROMs--OHB154
(Announced April 86)

When repairing a Lisa 2.0, Lisa 2.5, or Macintosh XL (Lisa 2/10), boot the system to confirm that the current ROM configuration is installed. The correct Boot ROM configuration is as follows:

Lisa 2:	with 5MB or 10MB ProFile, ROMs = H/A8
Macintosh XL/(Lisa 2/10):	with 10MB internal HDA, ROMs = H/88

If the customer's system contains older revision Boot ROMs, install the Rev. H Boot ROMs on the CPU board.

To obtain parts credit for this procedure, do the following: Return the customer's old ROMs to Apple and record the Rev. H ROM part number on an Apple Authorized Transaction Form. In addition, record the repair extension authorization code "OHB154" on the form.

Note: Systems that have had the Screen Modification installed are considered enhanced. This policy **does not** apply to them. If the CPU board has been upgraded to include the Screen Modification Kit, the ROM configuration will be as follows:

Lisa 2:	with XL Screen Modification, ROMs = 3A/A8
Macintosh XL/(Lisa 2/10):	with XL Screen Modification, ROMs = 3A/88

Apple IIGS

Apple IIGS Power Supply--OLL444
(Announced January 91)

Overview
In a low-load environment (for example, no SCSI devices are attached), the Apple IIGS Logic Board does not draw sufficient current from Dyna Comp power supplies. As a result, these power supplies fail prematurely. *This only applies to the 110V version not the 220V version.*

An affected Dyna Comp power supply can be identified by the following:

- A dull, *brushed metal* case and a power supply serial number beginning with "I..." (An Astec power supply has a shiny metal case and a serial number beginning with "M...")
- The *absence of a red dot.* (A redesigned Dyna Comp power supply that compensates for the decreased current requirements of the Apple IIGS Logic Board has a red dot on the top of its outer case.)

All Apple IIGS systems have been manufactured with reliable power supplies since October 1990.

Repair Extension Authorization
- **Service Stock Repair**
  If you have any of the power supplies identified above in inventory, return them to Apple through the Service Return Merchandise Authorization (SRMA) process. Contact Apple Customer Service Administration to receive the SRMA approval and number. Remember, the SRMA number must be written on the outside of each package.

- **Customer Repair**
  This Repair Extension Program is for customers who have Apple IIGS power supplies that meet the above criteria. The program covers replacement of the power supplies at *no cost to the customers* until January 15, 1993.

Due to capacity constraints, it is critical that only failed power supplies be replaced. It is imperative that everyone follow this directive, otherwise customers having hard failures will be unable to obtain replacement units. Non-failed power supplies received by Apple will be processed as out-of-warranty transactions.

Note: All Advanced Exchange orders must be approved by your Customer Service Administration Specialist.

When replacing one of the qualified Apple IIGS power supplies, do the following:

1) Replace the failed power supply with a good one from inventory.
2) Record the required information on an Apple Authorized Transaction Form to obtain reimbursement and Parts Credit for each failed power supply exchanged. Reference the repair extension authorization code "OLL444 " on the form.

Out-of-Warranty Reimbursement
Reimbursement is being offered to customers who paid for out-of-warranty Apple IIGS Power Supply repairs performed by Authorized Apple Service Providers prior to this program. Apple requires that customers submit the following information **by June 30, 1991** to qualify for reimbursement:

- Proof of purchase
- Apple Authorized Transaction Form—Should include the following:
  - Name of the Service Provider performing the repair
  - Date of the repair
  - Parts used in the repair
  - Cost of the repair
- Proof of the repair payment (cancelled check, credit card slip, or paid invoice)

Customers should submit all of the above information to:
Apple Computer, Inc.
Attn: Apple IIGS Power Supply Repair Extension Program
P.O. Box 16562
Denver, CO 80216

Please advise customers to allow 6 to 8 weeks for processing their requests.

ProFile Interface Card ROM Upgrade
(Announced December 88)

Users who upgrade to Apple IIGS Operating System Version 4.0 must use the latest revisions of both the SCSI Interface Card and the ProFile Interface Card. You can determine the latest version of these interface cards by checking the part number of their ROM. As of December 88, ROM part number 341-0299, Revision B, is the latest version of the ProFile Interface Card. All SCSI and ProFile Interface Cards now shipped by Apple are the latest revisions.

Apple has revised the ROM on the ProFile Interface Card. The ROM on the card can be identified by the part number, 341-0299. This upgrade is provided to customers free of charge. Apple Service anticipates few requests for this upgrade, so please handle them on a case-by-case basis. All Service Stock and Finished Goods inventory has been upgraded to the new ROM. **Contact your Customer Service Account Specialist for the free ROM.**

Apple IIGS Memory Expansion Card--OL0001 and Apple IIGS Memory Expansion Kit--OL0002
(Announced September 1988)

Apple IIGS Memory Expansion Card
Some Apple IIGS Memory Expansion Cards were built with RAM chips with the wrong refresh cycle. In order for the Apple IIGS Memory Expansion Card to function properly, the Column Address Select (CAS) must precede the Row Address Select (RAS) in the refresh cycle.

A symptom of the wrong refresh cycle is that memory intensive applications, such as AppleWorks, crash. This causes the system to enter the monitor mode and then display an error code on the screen.

The RAM chips soldered on the memory expansion card that do not satisfy this requirement can be identified by the following:

1. OKI chip: If the code "M41256-15" and "Japan," along with the date code "6Y043," are stamped on the chip. (Identified 4/89)

2. Samsung chip: If the code "KM41256-15" and "Japan" are stamped on the chip. The Samsung name does not appear on this chip. (Identified 4/89)

3. NEC chip: If the code "UK" is stamped beneath the NEC name. (Identified 3/88)

4. NEC chip: If the code "Japan" is stamped beneath the NEC name and the letter "P" is the first letter in the date code. (Identified 3/88)

All of these chips have the wrong refresh cycles and should be replaced.

If a customer experiences a problem with an Apple IIGS Memory Expansion Card that meets the criteria described above, replace the card at no charge.

To obtain reimbursement and parts credit for the defective card, return the Apple IIGS Memory Expansion Card to Apple, and record the part number on an Apple Authorized Transaction Form. In addition, record the repair extension authorization code "OL0001" on the form.

SCSI Interface Card IIe & IIGS ROM Upgrade--OLC123
(Announced March 88)

Users who upgrade to Apple IIGS Operating System Version 4.0 or greater must use the latest revisions of both the SCSI Interface Card and the ProFile Interface Card. You can determine the latest version of these interface cards by checking the part number of their ROM. As of March 88, ROM part number 341-0437, Revision A, is the latest version of the SCSI Interface Card. All SCSI and ProFile Interface Cards now shipped by Apple are the latest revisions.

Apple has revised the ROM on the Apple II SCSI Interface Card in order to make the card compatible with the AppleCD SC and the Apple IIGS Operating System. When other products requiring the new ROM are introduced, you will be notified by a Service mailing. The ROM on the card can be identified by the new part number, 341-0437. All Service Stock and Finished Goods inventory has been upgraded to the new ROM.

To obtain reimbursement and parts credit for a customer's upgrade, do the following: Return the customer's old version ROM to Apple and record the new ROM part number on an Apple Authorized Transaction Form. In addition, record the repair extension authorization code "OLC123" on the form.

Note: The Service Stock Upgrade Program has expired.

Video Graphics Controller and ROM Upgrade--OLR853
(Announced August 87)

A new Video Graphics Controller chip and a new ROM are available from Apple Service to upgrade your installed base of Apple IIGS systems and service stock. The new Video Graphics Controller (VGC) corrects video display problems that may occur in double high resolution and standard text mode. The new ROM corrects minor bugs and provides enhancements for future software releases.

Units produced through mid January 1987 have VGCs and ROMs that should be replaced. All units produced from mid January through mid June 1987 should have only the ROM replaced. Customers should have both upgrades performed at the same time, if required.

To identify which units need to be upgraded, check the first three numeric characters of the serial number on the bottom of the unit. Units with serial numbers of 703 or lower need both the VGC and the ROM. Units with serial numbers between 704 and 724, inclusive, need the ROM. Units with serial numbers of 725 or higher do not require either of these upgrades.

To obtain reimbursement and parts credit for this procedure, do the following: Return the customer's down level VGC and/or ROM to Apple and record the VGC and/or ROM part numbers on an Apple Authorized Transaction Form. In addition, record the repair extension authorization code "OLR853" on the form. Because the installed base requires either a VGC and ROM upgrade or a ROM only upgrade, reimbursement for either upgrade will be issued for the ROM part number. Therefore, on the Apple Authorized Transaction Form, you must list the ROM part number first to obtain reimbursement. Also, note that the VGC part number is different from other Apple part numbers. The first three numbers are followed by an "S" instead of a "-". Be sure that your Apple Authorized Transaction Form states this part number correctly.

Apple IIc

Apple IIc ROM Revision--ODR943
(Announced October 87)

Some software applications that enable the terminal mode in the serial port firmware on the Apple IIc may experience problems. The most common occurrence will be garbage on the screen when the customer tries to use the Terminal Mode through the serial port connected to a modem.

A new ROM which corrects this problem is identified by "Revision B" on the chip. You may perform a ROM exchange for a customer free of charge if either of the following conditions is met:

- Customer shows proof of purchase of a modem; or,
- The customer can demonstrate the problem.

Since not all customers need access to terminal mode, you do not need to upgrade your existing Apple IIc Expandable Logic Board service inventory. If a logic board exchange needs to be performed, make sure that the Service Stock module has a known good chip of the same revision level.

To obtain reimbursement and parts credit for the customer's upgrade, return the customer's ROMs to Apple and record the ROM part number on an Apple Authorized Transaction Form. In addition, record the repair extension authorization code "ODR943" on the form.

ROM Upgrade for UniDisk 3.5--ODL660
(Announced May 86)

A new monitor ROM is required in order to use a UniDisk 3.5 with an Apple IIc. Apple IIc systems have serial numbers like F**605**XXX.

Note: Apple IIc systems with the first three numeric characters higher than **605** contain the new ROM. **These systems do not require an upgrade to be compatible with UniDisk 3.5.** For example, F606XXX indicates a system containing the new ROMs.

Customers who purchased Apple IIc systems with serial numbers lower than F605XXX and who purchase the UniDisk 3.5 require a ROM upgrade. Exchange the customer's logic board with an upgraded service board free of charge.

To obtain reimbursement and parts credit for this procedure, do the following: Return the customer's defective logic board to Apple and record the serial numbers of both the Apple IIc and the UniDisk on an Apple Authorized Transaction Form. In addition, record the repair extension authorization code "ODL660" on the form.

Note: The Service Stock upgrade program announced at product introduction has expired.

ColorMonitor Interference--ODS519
(Announced May 86)

Some initial Apple IIc's experienced data handling errors when placed near the ColorMonitor IIc. This may be corrected by installing a small shield on the head load arm of the disk drive.

To obtain reimbursement and parts credit for this procedure, do the following: Record the upper head plate shield part number on an Apple Authorized Transaction Form. In addition, record the repair extension authorization code "ODS519" on the form.

Serial Port Solutions--ODL299
(Announced April 85)

A timing variation of the serial ports on the original Apple IIc Logic Board causes communication problems with some serial devices. Non-Apple modems exhibit this problem most frequently, but it can occur on any type of serial device (printer, scientific equipment, etc.). You may perform a logic board exchange for a customer free of charge (handle as a warranty transaction) if the following conditions are met:

- Customer shows proof of purchase of a non-Apple modem; or,

- The problem can be duplicated with another serial device.

Ensure that your service inventory has the serial port revision before performing the exchange. The Apple IIc serial port revision can be identified by a silver component located at location UC7 instead of a black LS161 integrated circuit.

To obtain reimbursement and parts credit for this procedure, do the following: Return the customer's logic board to Apple and record the repair extension authorization code "ODL299" on an Apple Authorized Transaction Form.

Apple IIe

Rev. A to Rev. B Logic Board Upgrade--OAA324
(Announced March 86)

Customers who purchased an early, unenhanced Apple IIe system may have a Rev. A logic board. These customers will request an unenhanced Rev. B logic board if they:

- want to take advantage of the system's double high-resolution feature,

- want to use a card designed for slot 7 that does not work in their Rev. A board because of the absence of the "Color Ref" and "SYNC" signals, or

- purchase an Apple IIe ROM Enhancement Kit, as the enhancement ROMs are incompatible with the unenhanced Rev. A logic board.

You may upgrade these customers to a Rev. B unenhanced version logic board free of charge. All Apple IIe unenhanced logic boards in your service inventory are Rev. B.

To obtain reimbursement and parts credit for this procedure, do the following: Return the customer's Rev. A logic board to Apple and record the repair extension authorization code "OAA324" on an Apple Authorized Transaction Form.

20MB/40MB Hard Drive--2DS406
(Announced August 91)

Overview

A certain batch of half-height internal 3.5" 20MB and 40MB hard drives and some external 3.5" 20MB and 40MB drives may have been subjected to disk media contamination. These drives may experience a number of different symptoms. Apple is offering a 20MB/40MB Hard Drive Repair Extension Program for customers and Service Providers with drives manufactured four years ago or later that meet *all* the criteria below. A new drive, P/N 661-1629, has been substituted for the problem drives.

Drive Identification Information

- **Definition of 20MB/40MB Symptoms**
  - Stiction problems: Platter does not spin up after drive has been powered down for period of time.
  - Head crashes: Drive may or may not mount, and data may be corrupted.
  - Soft errors: Disk continually goes in and out of seek mode.

The affected 20MB and 40MB drives were manufactured in Macintosh SE, Macintosh SE/30, Macintosh II, Macintosh IIx, Macintosh IIcx/IIci, and Macintosh IIfx computers. The problem also affects some external 3.5" 20MB and 40MB configurations. Additionally, these drives were used as Service repair modules under P/N 661-0612 (20MB) and P/N 661-0464 (40MB). Because of the problem, all new and existing orders for 20MB drives (P/N 661-0612) will automatically receive a 40MB drive (P/N 661-1629).

If you have any questions regarding qualification of a failed 20MB or 40MB drive, contact Technical Operations for further clarification.

- **How To Identify Affected 40MB Drives**
  1) Symptoms of affected drives (one or more of the following):
     - Stiction problems
     - Head crashes
     - Soft errors
  2) Serial number indicating the drive is less than four years old. (See chart for the qualifying dates and serial numbers.)

Date 40MB Drive Must Be Rec'd By	From Serial Number	To Serial Number
9/30/91	SA833xxxxRx	SA129xxxxR9
12/31/91	SA840xxxxRx	SA129xxxxR9
3/31/92	SA901xxxxRx	SA129xxxxR9
6/30/92	SA914xxxxRx	SA129xxxxR9
9/30/92	SA927xxxxRx	SA129xxxxR9
12/31/92	SA940xxxxRx	SA129xxxxR9
3/31/93	SA001xxxxRx	SA129xxxxR9
6/30/93	SA014xxxxRx	SA129xxxxR9
8/15/93	SA027xxxxRx	SA129xxxxR9

3) Model number: SRD2040

■ **How To Identify Affected 20MB Drives**

1) Symptoms of affected drives (one or more of the following):
   - Stiction problems
   - Head crashes
   - Soft errors
2) Model number: SRD2020 (Note: All drives with this model number are eligible throughout the life of this program. Serial number matching is not required.)

Returning and Replacing Hard Drives

■ **Customer Repair**

The program covers free replacement of a customer's qualified failed 20MB (P/N 661-0612) or 40MB (P/N 661-0464) hard drive until August 15, 1993. In return, the customer will receive a 40MB hard drive (P/N 661-1629).

Guidelines for Submitting Repair Claims

Use the following guidelines for determining how to fill out the Warranty information area of an Apple Authorized Transaction Form when returning a 20MB or 40MB drive for repair:

- In-Warranty Repairs:
  Some 20MB and 40MB drives are still under Apple warranty. When returning these drives for repair, always claim "In-Warranty" on the transaction form.

- Out-of-Warranty Repairs:
  - If the drive is Out-of-Warranty *and displays the symptoms described above*, claim this repair extension program on the transaction form.
  - If the drive is "Out-of Warranty" and does not display the symptoms described above, claim "Out Of Warranty" on the transaction form. In addition, note

that if the drive is a 20MB drive (P/N 661-0612), the customer will receive the replacement 40MB drive (P/N 661-1629) at the current 40MB price.

When replacing one of the qualified hard drives, do the following:

1) Replace the failed hard drive with the replacement module (P/N 661-1629). Refer to the *Technical Procedures* for complete installation instructions.

2) Record the following information on an Apple Authorized Transaction Form to obtain Tier 2 reimbursement and Parts Credit for each failed hard drive exchanged:

   - Customer/company information
   - Date the system was received
   - The Apple product name the drive was bundled with
   - Repair Extension Authorization code 2DS406; (Reference this code in the Repair Extension Code area.)
   - The part number, description, and Repair Confirmation Code (RCC) for the hard drive.

All valid claims must include this information. Refer to the REPAIRING section of this manual for more information on completing an Apple Authorized Transaction Form.

■ **Service Stock**
If you have a hard drive in your Service inventory with the serial number and/or model number identified above, return the drive to Apple through the Service Return Material Authorization (SRMA) process. Contact Apple Customer Service to receive the SRMA approval and number. Remember, the SRMA number must be written on the outside of each package.

Out-of-Warranty Reimbursement

Reimbursement is offered to customers who paid for Out-of-Warranty hard drive repairs performed by Authorized Apple Service Providers prior to August 16, 1991. Apple requires that customers submit the following information *by February 29, 1992* to qualify for reimbursement:

- Proof of purchase
- An Apple Authorized Transaction Form that includes the following:
  - Name of the Service Provider performing the repair
  - Date of the repair
  - Parts used in the repair
  - Cost of the repair
- Proof of the repair payment (cancelled check, credit card slip, or paid invoice)

Customers should submit all of this information to:

Apple Computer, Inc.
Attn: 20MB/40MB Hard Drive Repair Extension Program
P.O. Box 172243
Denver, CO 80217

Please advise customers to allow 6 to 8 weeks for processing their returns. If they have any questions concerning their claims, they should call (303) 297-2321.

For detailed information on this program, refer to the August 1991 "20MB/40MB Hard Drive Repair Extension Program" Service notice.

AppleCD SC Drive--2G07178
(Announced February 90)

Overview
AppleCD SC drives manufactured before December 1989 may exhibit some disc-reading problems over their lifetimes. The reported disc-reading symptoms range from intermittent difficulty in reading files to inability to mount and read discs.

The disc-reading problem arises when dust and other airborne particles are carried into the drive as air is drawn in by the fan. Over time, accumulation of these contaminants on the optical pickup (lens) assembly reduces laser beam intensity. If the contamination is heavy, the drive is no longer able to read discs.

Repair Extension Authorization
This Repair Extension Program is for customers who wish to prevent or correct this problem. The program covers drives that have operating fans and includes disconnecting the fan and replacing the drive mechanism.

To qualify for this program, drives must have been manufactured before December, 1989 and have a serial number (located on the back panel of the drive) beginning with **F7, F8**, or **F9** (for example, F9474WUM2850).

Drive failures due to physical damage, wear, or electrical failure of the mechanism do not qualify for the program.

Customers may or may not have experienced difficulty reading or mounting CD ROM discs. In either instance, Service Providers should refer to the AppleCD SC *Cross Family Peripheral Technical Procedures* for detailed repaired instructions.

To obtain reimbursement and parts credit for each drive mechanism exchange, record the repair extension authorization code "2G07178" on an Apple Authorized Transaction Form.

3.5" Hard Disk 40SC--2E5791
(Announced June 89)

A limited number of 40MB 3.5" Hard Disk Drives may experience a higher than normal failure rate. To address these failures, Apple is offering a Repair Extension Program through June 30, 1992 for all failures of 40MB 3.5" Hard Disk Drives with serial numbers of 00335507 to 01250863 (inclusive). The serial number, always an 8 digit number with leading zeros, is located on the rear of the hard disk drive below the 50-pin SCSI connectors. Any customer with a hard disk drive failure within this serial number range is entitled to receive a hard disk drive exchange at no cost.

A predominant symptom of these hard disk drive failures is the inability to start up properly. Symptoms of startup problems are:

- The normal whine may not be present when booting the drive. (Do not confuse this HDA whine with other normal CPU startup sounds.)
- The CPU is not able to identify an external or internal drive as part of the system. (This is indicated by the hard disk drive icon not being shown on the desktop.)

To obtain reimbursement and parts credit, record the following on an Apple Authorized Transaction Form:

- The system (CPU or external hard drive) serial number
- The 40MB 3.5" Hard Disk Drive module serial number
- The module part number
- The repair extension authorization code "2E5791"

Apple 3.5 Drive Daisy Chain Interface Board--1F564M
(Announced May 88)

Daisy Chain Problem
In certain configurations a spinning problem may occur when Apple 3.5 Drives and UniDisk 5.25 Drives are daisy-chained. In these cases the 3.5" drives start to spin and become inaccessible. This causes no permanent damage to any part of the drive or the media; however, the data in RAM is lost because of the power down. When the intermittent spinning occurs, simply power off the system and then power it back on, and the drives will function properly again.

The spinning problem is intermittent and **only** occurs on Apple 3.5 Drives with Revision A Daisy Chain Interface Boards and the following configurations:

1. An Apple IIGS with one or more Apple 3.5 Drives attached, and one or more UniDisk 5.25 Drives daisy-chained to one of the Apple 3.5 drives.

2. An Apple IIGS with one or more Apple 3.5 Drives attached, and a DuoDisk daisy-chained to one of the 3.5" drives.

Note: The spinning problem does not occur when you attach only the Apple 3.5 Drive to a Macintosh or when two Apple 3.5 Drives are daisy-chained together. Also note that this problem does **not** occur on the UniDisk 3.5 Drive.

Solution
Because this problem only occurs when the 3.5" drive has a Revision A Daisy Chain Interface Board, the solution is to swap the board for a Revision B board. Any drive containing a Revision A board qualifies for the program.

Identifying Revision A and Revision B Boards
All drives with a 6 as the second digit of their serial number contain Revision A Daisy Chain Boards. Also, drives with a 7 as the second digit and a number 1 through 9 as the third digit have a Revision A board.

The Revision B board can be identified by the P/N CXD 1085B on the gate array component located on the side of the board opposite the cable.

Repair Extension Authorization
To obtain reimbursement and parts credit for this procedure, record the serial number of the Apple 3.5 Drive on an Apple Authorized Transaction Form. In addition, record the repair extension authorization code "1F564M" on the form.

5.25" Hard Disk 40SC--2EV732
(Announced October 87)

A small number of 5.25" Hard Disk 40SC drives may exhibit an inability to properly start up, although no data loss occurs. The symptoms that such a problem exists are as follows:

- Upon booting up the drive, the normal whine is not present, and
- The CPU is not able to identify an external or internal drive in the system.

The range of serial numbers in which this may occur is 87105-xxxxx through 87168-xxxxx. (This number is located on the rear of the drive assembly below the dual 50-pin SCSI connectors.) If a drive within the given serial number range exhibits these symptoms, you should, free of charge, transfer the customer's data to a drive outside of the range.

To obtain reimbursement and parts credit, return the affected drive to Apple and record the repair extension code "2EV732" on the form.

DuoDisk Capacitor Fix--1CL545
(Announced August 85)

Customers **may** damage data on their diskettes while operating DuoDisk. This can occur while attempting the "Open Apple CTRL-Reset" technique for rebooting, or with some copyrighted software protection schemes. If a unit indicates damaged data but passes the Drive Acceptance Program, refer to the *Apple II/Apple III Archived Products Technical Procedures*.

To obtain reimbursement for this procedure (parts credit will not be paid), do the following: Record the DuoDisk adjustment part number on an Apple Authorized Transaction Form. In addition, record the repair extension authorization code "1CL545" on the form.

ImageWriter LQ

ImageWriter LQ Main Board--4HQ838
(Announced June 89)

Networking Problem
ImageWriter LQ's that were sold or reworked in the months of February through April 1989 may intermittently stop and/or reset when connected to networks. These printers have serial numbers less than 183101013. This problem is caused by low immunity to electronic noise on the main board. To resolve this network problem, provide the customer with a free logic board exchange to the most current revision board, part number 661-0563.

To obtain reimbursement and parts credit for the customer's main board upgrade, return the customer's ImageWriter LQ Main Board to Apple and record the 661-0541 part number on an Apple Authorized Transaction Form. In addition, record the repair extension code "4HQ838"on the form.

ImageWriter LQ Upgrade--4HQ386
(Announced April 88)

The ImageWriter LQ print head may stick and even be damaged if there is physical interference to the print head. This can cause the print head to move beyond the right side (column 156 at 12 characters per inch) of the platen.

You should have no difficulty with units with serial numbers 180700530 and above. However, whenever you are servicing ImageWriter LQs with serial numbers below 180700530 you will need to order and install the Home Position Switch Kit. If the printer requires rework, install the kit at no charge to the customer.

Please submit the repair and upgrade on an Authorized Apple Transaction Form.

To obtain reimbursement and parts credit for this procedure, do the following: Record the Home Position Switch Kit part number on an Apple Authorized Transaction Form. In addition, record the repair extension authorization code "4HQ386" on the form.

LaserWriter Plus

Revised LaserWriter Plus ROMs--5ER541
(Announced November 86)

Two of the LaserWriter Plus ROMs, H7 and L7, have been revised. If either of these Rev. A ROMs is defective, it is important that both be replaced. Although your current Service ROM inventory may not be the latest revision, you can still use the old ROMs to perform a repair, provided that both ROMs are the same revision.

To obtain parts credit for this procedure, do the following: Return the customer's defective ROMs to Apple and record the ROM part numbers on an Apple Authorized Transaction Form. In addition, record the repair extension authorization code "5ER541" on the form.

Apple Scanner

Apple Scanner Main Logic Board--5G974AC
(Announced October 89)

Overview
A limited number Macintosh 68030 microprocessor-based systems have experienced HDA problems when used with Apple Scanners. The Scanners cause the driving system's HDA either to fail to mount or to bomb. Many configurations of systems, peripherals, hard disks, and SCSI chain setups may cause these symptoms. The problem usually occurs when a Macintosh IIcx, an internal 3.5" 40MB HDA, and an Apple Scanner are connected.

When systems connected to Scanners bomb or fail to mount, check the serial number of the Scanner they are connected to. This serial number is located on the bottom of the Scanner. The serial numbers of Scanners affected are listed below and require the Main Logic Board modification.

Model	Serial Number
A9M0337	9300249 or below
A9M0337B	9320356 or below
A9M0337J	9330252 or below
A9M0337JA	all units
A9M0337Z	9320000 or below

Service Stock of the Scanner Main Logic Board may require modification. Boards with the old part number (661-0430) require modification; boards with the new part number (661-0534) do not.

Program Reimbursement
To obtain reimbursement for each **customer** Scanner modification made (parts credit will not be paid), record the following information on an Apple Authorized Transaction Form:

1) The customer's name, address, and phone number

2) The Scanner serial number. (As a reminder, you need to record the entire serial number; do not use abbreviated serial numbers.)

3) The repair extension authorization code "5G974AC"

4) The Main Logic Board modification part number (011-7106).

Note: The Service Stock Upgrade Program has expired.

Warranty and AppleCare
The Apple Scanner Main Logic Board Repair Extension Program is available to Apple customers at no charge. If a Scanner has failed, is covered by Apple**Care**, and meets the above criteria for this program, list the modification transaction under the Repair Extension Program on an Apple Authorized Transaction Form. **Do not claim this transaction under AppleCare.**

Scribe Printer

Scribe Control Panel Upgrade Assembly--5CS829
(Announced October 85)

When exchanging the Mechanical Assembly or replacing the Control Panel of some Scribe Control Panels, you may need to use the Scribe Control Panel Upgrade Assembly. In the future, all modules returned to you from Apple will be compatible with either style of control panel. Installation instructions and directions on how to determine when an Upgrade Assembly is needed are included in the Scribe Control Panel section of the *Apple II/Apple III Archived Products Technical Procedures.*

To obtain parts credit for this procedurer record the repair extension authorization code "5CS829" on an Apple Authorized Transaction Form.

Apple Portrait Display Monitor

Apple Portrait Display Distortion--3M5075
(Announced November 89)

Overview
Some early manufactured units of the Apple Portrait Display exhibited distortion in the upper-left corner near the menu bar. The Finished Goods units no longer exhibit this distortion problem (an irregular image on the screen). However, some customers of the early units are frustrated by this irregular image.

Repair Strategy
Customers who return Portrait Displays with dates of manufacture (listed on the product label) from March 1989 to June 1989, qualify for free alignments. This adjustment requires ordering a kit that consists of four magnets of different strengths. Based on the severity of the distortion, choose one of these magnets and glue it to the CRT. This completes the adjustment.

To obtain reimbursement and parts credit for a customer's adjustment record, the following information on an Apple Authorized Transaction Form:

1) The system serial number

2) The repair extension authorization code "3M5075"

3) The manufacture date

4) The Magnet Adjustment part number first, followed by the Adjustment Magnet Kit part number.

Macintosh II Apple High-Res RGB Monitor Shimmer--3LA111, 3LK1251
(Announced March 88)

Symptoms
Some of the early High-Res RGB Monitors for the Macintosh II may exhibit a "shimmer" or "jitter" on the screen after the monitor has been turned on for 2-20 minutes. This shimmering can best be described as a slight vertical movement that makes the monitor appear out of focus. This brief instability may last anywhere from a few seconds to 90 seconds. You may adjust the vertical hold to make sure the customer's unit is operating properly. Most of the units that exhibit shimmering should be corrected during the Limited Warranty period.

Adjustment Alternative (Main Logic Board)
In most cases an adjustment will correct any shimmer or jitter problems on a customer's unit **or to a service stock module**. However, if you have attempted the adjustment and the customer's unit or service stock module still exhibits this problem, then swap the Main Logic Board.

Out of Warranty Units
If the customer's unit is past the warranty period, Apple is offering a Repair Extension Program that will reimburse the cost of adjusting the monitor. The affected units are within the serial number range listed below and are date-stamped on the rear cover of the High-Res RGB Monitor "July, August, or September 1987."

M0401	5015941 or below
M0401Z	5002301 or below
M0410PA	5019901 or below
M0401X	5000601 or below

Reimbursement
If the adjustment is necessary: To obtain reimbursement for a monitor adjustment procedure, perform the adjustment and record the part number on an Apple Authorized Transaction Form. In addition, record the repair extension authorization code "3LA111" on the form.

If the main logic board exchange is necessary: To obtain reimbursement and parts credit for the main logic board swap procedure, swap the main logic board and record the main logic board number on an Apple Authorized Transaction Form. In addition, record the repair extension authorization code "3LK1251" on the form.

Monitor II

Monitor II Line Filter Board--3BY322
(Announced March 89)

The Monitor II originally shipped with the AC and ground wires terminating in a three-terminal connector. However, in 1987 UL ruled this arrangement unacceptable, forcing Apple to change the grounding to comply with agency regulations. When the internal grounding scheme changed, sections of the line filter board were no longer needed and were removed.

Unfortunately, when these line filter boards were installed during a service transaction, the green wire grounds within the monitors were deleted. Although the chance of receiving a shock from this ungrounded equipment is unlikely, the missing ground is in direct violation of the UL safety codes.

Also, because of the deleted parts, a line filter board is not backward-compatible with a Monitor II/Monochrome Monitor IIe. From May 1987 until December 6, 1988, Apple distributed line filter boards through Service for monitors that were not backward-compatible with:

- ANY beige Monitor II (A2M2010)
- Monochrome Monitor IIe (A2M6017) with a serial number of 0053557 or lower

However, the new line filter board configuration works, without modification, in any Monochrome Monitor IIe with a serial number greater than 0053557.

To ensure compatibility of your Service Stock with any version of the Monitor II or Monochrome Monitor IIe, you must follow the procedures in the Monitor II section of the *Apple II/Apple III Archived Products Technical Procedures.*

Honor any inspection requests made by customers who have had line filter boards replaced since May of 1987 or who have received a notification letter from Apple. The inspection is a quick and easy volt meter check; refer to your *Apple II/Apple III Archived Products Technical Procedures* for more information.

Whenever you service a Monitor II or Monochrome Monitor IIe, verify that the line filter board is installed correctly by referring to the *Technical Procedures*, and repair any incorrectly installed boards. This simple five-minute procedure consists of moving the ground wire to the line filter ground and soldering.

To obtain reimbursement for a customer's upgrade (parts credit will not be paid), record the Monitor II Grounding Adjustment part number and the repair extension authorization code "3BY322" on an Apple Authorized Transaction Form.

Monitor II Power Cord--3BW135
(Announced December 86)

The conductors in the power cords on Monitor IIs with serial numbers ranging from 0000001 to 0291203 are not in the proper sequence. Although this does not affect the functionality, it is a potential safety problem when the case is opened for repair. To correct the situation, replace the power cord whenever a Monitor II in this serial number range comes in for repair. It is important to confirm that the power cords (P/N 970-0629) in your service inventory are the correct version. Verify that the wires are in this order:

- White - outer
- Black - middle
- Green - outer

White in the middle is **incorrect**.

To obtain parts credit for this procedure, do the following: Record the power cord part number on an Apple Authorized Transaction Form. In addition, record the repair extension authorization code "3BW135" on the form.

AppleFax Modem ROM Upgrade--8G0001
(Announced November 88)

Apple revised the ROM on the AppleFax Modem main logic board to correct two problems:

1. The AppleFax Modem will time-out (error 401) when sending a FAX to Pitney Bowes facsimile machine models 8210 and 9200.
2. The AppleFax Modem will not answer a ringing line when connected to certain phone environments.

Finished Goods and Service are shipping AppleFax Modem main logic boards with the new revision ROM. You can identify a card with the new ROM by looking at the revision letter (B) following the part number on the board.

Upgrade Program
An upgrade program is available to customers whose AppleFax Modems have serial numbers with the first four characters below F833. The serial number is located on the bottom of the AppleFax Modem.

Upgrade Reimbursement
To obtain reimbursement and parts credit for the ROM upgrade, return the old ROM to Apple and record the ROM part number on an Apple Authorized Transaction Form. In addition, record the repair extension authorization code "8G0001" on the form.

All main logic boards returned to Apple for repair are automatically being upgraded with the new revision ROM. When you receive a repaired AppleFax Modem main logic board from Apple, you can be assured it has the latest revision ROM.

To upgrade your existing AppleFax Modem main logic board Service Stock inventory, order the replacement ROM and return the old ROM to Apple.

LocalTalk PC ROM Upgrade--8E769S
(Announced July 88)

Apple revised the ROM on the LocalTalk PC Card to correct a problem with the ROM checksum. This revision makes the card compatible with various software packages, including the new Alisa AppleTalk File Server Software (a third-party product). As of July 1, 1988, Finished Goods and Service LocalTalk PC Cards are being shipped with the upgraded Revision C ROM. You can identify a card with the new ROM by looking at the revision level of the ROM (342-0007-C) on the chip.

Until the AppleShare® PC Software is rewritten to be compatible with any ROM version, customers may order the Revision C ROM upgrade for their LocalTalk PC Cards to provide compatibility with various software packages, including the Alisa AppleTalk File Server. This new release of software will eliminate the checksum error in systems that have not been upgraded. You can obtain the Revision C ROM through the normal Service parts ordering channel.

This upgrade is available at no charge to customers, such as Alisa File Server users, who cannot use their existing card because of the incorrect checksum.

To obtain reimbursement and parts credit for performing the ROM upgrade, return the ROM to Apple and record its part number on an Apple Authorized Transaction Form. In addition, record the repair extension authorization code "8E769S" on the form.

Repair Strategy
You do not need to upgrade your existing LocalTalk PC Card service inventory since you may use your current version card to repair existing cards with the Revision B ROM. However, if you are replacing a card during a repair transaction that contains the new Revision C ROM, you must replace it with a card that contains the Revision C ROM.

Apple Desktop Bus Mouse

Apple Desktop Bus Low Power Mouse--OP23456
(Announced June 91)

Overview
A certain design of the Apple Desktop Bus (ADB) Low Power Mouse (part number 661-0479) is susceptible to electrostatic discharge (ESD) damage and failure. This mouse does not have adequate shielding for safely discharging static electricity, which causes the charge to hit the control board and disable the Application Specific Integrated Circuit (ASIC) controller. *There is no electrical shock hazard to customers* and there is no potential damage to the system or keyboard. The symptom of this type of damaged mouse is a complete loss of horizontal and/or vertical cursor movement.

How to Identify an Affected Mouse
An affected mouse can be identified by its place of manufacture and serial number. Look for:

1) "Made in the USA" and
2) An 11-digit serial ranging from AP038xxxxxx through AP103xxxxxx (inclusive)

These mice, which were bundled with systems shipped September 1990 through January 1991, are still under warranty. However, we created a special product return program to quickly eliminate the problem in the installed base. Since these mice were removed from Finished Goods stock and were never stocked by Service, the product return program addresses customer returns only.

Returning and Replacing Customer Mice
The ADB Low Power Mouse Product Return Program is for customers with mice that meet the two criteria stated previously. This program provides free mouse replacement until June 15, 1993. (The 90-day Apple Service Parts warranty or the remainder of the customer's One-Year Limited Warranty, whichever is longer, will cover the new mouse you give to your customer.)

All qualified mice—whether they function or not—are covered by this program. (Non-failed mice are treated as failed mice, so they should be returned for reimbursement.) Because troubleshooting these modules only requires identifying mice within the affected serial number range, Service Providers are reimbursed at a special Tier of $30 per transaction. In addition, you receive parts credit for this repair.

When replacing an affected mouse, do the following:

1) Supply your customer with a new mouse from your Service Stock inventory.

2) Record the following information on an Apple Authorized Transaction Form (AppleOrder Traveler, Apple's SmartForm Generic Parts Exchange/Warranty Reimbursement Form, or an SRO) to receive $30 reimbursement and parts credit for each mouse.

   - The customer/company information
   - The date the mouse was received
   - The Apple product name the mouse was bundled with
   - The Product Return Authorization Code OP23456. (Reference this code in the Repair Extension Code area.)
   - The part number, description, and Repair Confirmation Code (RCC) for the mouse

3) Return the mouse to Apple through the Apple Direct Air and Shipping Handling Program.

All valid claims must include this information. Refer to the REPAIRING section for more information on completing an Apple Authorized Transaction Form.

Numeric Keypad--Apple IIe

Keypad Compatibility--7DA491
(Announced October 84)

Special function keys (arrows, return, etc.) may not work properly on Apple IIes with a Rev. C keyboard ROM (location E-12 on the logic board). To correct this situation, it is not necessary to exchange the entire logic board. Simply replace the Rev. C ROM with any other revision of the ROM. Refer to the *Apple II Technical Procedures* for ROM replacement instruction.

To obtain reimbursement and parts credit for this procedure, do the following: Return the Rev. C ROM to Apple and record the ROM part number on an Apple Authorized Transaction Form. In addition, record the repair extension authorization code "7DA491" on the form.